Seniors Programs and Services

INFORMATION GUIDE

2004-2005

Alberta Seniors is pleased to present this edition of the *Seniors Programs and Services Information Guide*, a comprehensive guide to the programs, benefits and services available to seniors in Alberta.

Alberta Seniors is the provincial ministry responsible for developing and delivering services, programs and planning initiatives for seniors and the aging population; for administering the Office of the Public Guardian; and for supporting the provision of housing for seniors, families and persons with special needs.

The ministry is committed to ensuring seniors, their families, caregivers and service providers have access to accurate information on programs and services.

Other Publications from Alberta Seniors

Directory of Seniors' Organizations in Alberta

Lists organizations in the province that provide ongoing services and programs for seniors.

Overview of Alberta and Federal Programs for Seniors

A quick reference that describes the programs available to individuals who are 65 years and over.

Saying Farewell

A helpful guide with information and forms to assist you through the death and dying process.

Print your own copy of the *Seniors Programs and Services Information Guide* or print only the sections you are interested in. Visit the Alberta Seniors web site at **www.seniors.gov.ab.ca** and look under "Publications & Forms."

For more information about seniors programs and services, please call:

Alberta Seniors
Toll-free: 1-800-642-3853
(or in the Edmonton area: 427-7876)

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Congratulatory Messages for Seniors

Message from the Queen

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and every five years thereafter. If no message was previously received, one may be sent for the 61st anniversary or the 101st birthday. A copy of a marriage, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada*.

Message from the Governor General of Canada

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for the 51st anniversary or the 91st birthday.

To request messages from the Queen and/or Governor General, ensure that your request, accompanied by supporting documents where required, is received at the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)

or

Office of the Secretary to the Governor General
Anniversary Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: (613) 993-2913
Fax: (613) 990-7636

Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a scroll or letter from the Prime Minister, ensure that your request is received at the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: (613) 941-6880
Fax: (613) 941-6901

Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly after that. A letter can be sent for a 25th to 49th wedding anniversary. A scroll may be requested for a 25th, 50th, 55th, 60th and 65th wedding anniversary and for each year thereafter.

To request a scroll or letter from the Premier, ensure that your request is received at the Premier's office at least one month before the special birthday or anniversary. For more information, contact:

Your Member of the Legislative Assembly (MLA)

or

Correspondence Office of the Premier of Alberta
Room 307, Legislature Building
10800 97 Avenue
Edmonton AB T5K 2B7
Phone: (780) 427-2251
Fax: (780) 422-3843

General Information

Birth, Marriage and Death Certificates

If you require a birth, marriage or death certificate, you may apply through a Registry Agent. You will be required to present identification and prove you are eligible to make the application.

For a list of Registry Agents in your area refer to your Yellow Pages under *License and Registry Services* or telephone:

Edmonton: (780) 427-7013
In all other areas, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.
Visit the website at: **www.gov.ab.ca/gs/information/registries/ran.cfm.**

Taxes

Property Tax Assistance

On August 11, 2004, the Government of Alberta announced a program of assistance with education property taxes for senior homeowners beginning in the 2005 municipal taxation year. Details will be available in spring 2005.

General Information

When filing a tax return, most forms of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for any number of federal and/or Alberta provincial tax credits within the tax system. Seniors eligible for the disability tax credit may now be eligible to claim attendant care expenses. For more information, visit the Canada Revenue Agency website at **www.cra.gc.ca** or phone the general inquiry line at 1-800-959-8281.

Service for Seniors

Service for Seniors allows eligible seniors to file their tax returns for free using a touch-tone telephone. To be eligible to use the service, you must be over the age of 65 and meet the following requirements:

- Your only income is from Old Age Security, the Canada Pension Plan or the Guaranteed Income Supplement; and
- Your taxable income is less than the income limit established for this service.

For more information, call the Canada Revenue Agency at 1-800-959-8281.

Community Volunteer Income Tax Program

If you need help completing your income tax return and have limited income, ask Canada Revenue Agency for a volunteer.

Volunteers are specially trained by Canada Revenue Agency staff, and are able to help you complete your tax return and necessary forms. You should maintain and provide all your information slips (e.g., medical receipts for glasses and dentures). Your pharmacist should be able to provide you with a computer printout of any prescription medication costs. Both you and your spouse/adult interdependent partner should file a return.

If you would like to get involved as a volunteer, Canada Revenue Agency will show you how to complete basic tax returns and provide a kit of reference material. With the training session and material, you will be ready to help others in your community.

For information about the Community Volunteer Income Tax Program call:

Calgary: (403) 691-6996
Edmonton: (780) 495-4770
Outside Calgary and Edmonton:
1-800-959-8281

GST Credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families with moderate or lower incomes.

To apply, you must file a tax return and complete the Goods and Services Tax Credit information section on page 1. If you are eligible, you will receive payments in July, October, January and April. Only one member of each family unit is eligible to apply.

For information about the GST Credit, contact the Canada Revenue Agency at:

Calgary: (403) 233-5130
Edmonton: (780) 495-3500
Toll-free: 1-800-959-1953
Website: **www.cra.gc.ca**

Veterans

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service-related injuries, economic support allowances and additional benefits in the areas of health care, home help services, funeral and burial assistance and commemoration, among others, designed to meet the changing needs of veterans.

For information, contact Veterans Affairs Canada at:

Calgary
104 Sam Livingston Building
510 12 Avenue SW
Calgary, AB T2R 0X5

Edmonton
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3

Phone: 1-866-522-2122
Website: **www.vac-acc.gc.ca**

Last Post Fund

The Last Post Fund is a non-profit corporation dedicated to ensuring, in so far as possible, that no war veterans, military disability pensioners or civilians who meet wartime service eligibility criteria are denied a dignified funeral and burial for lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years. For more information, contact the Last Post Fund at:

Edmonton
1130, 9700 Jasper Avenue
Edmonton, AB T5J 4C3
Toll-free: 1-888-495-3766
Website: **www.lastpostfund.ca**

Power of Attorney

Granting a Power of Attorney gives someone else (called your "Attorney") the power to make decisions and act on your behalf. A Power of Attorney is voluntary and is limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf.

General vs Limited Power of Attorney

A *limited* Power of Attorney gives your Attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

A *general* Power of Attorney gives your Attorney the power to handle all financial affairs, including applying for and administering federal or provincial benefits.

Power of Attorney/Enduring Power of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney. For more detailed information, visit the Alberta Justice website noted below and refer to menu topics:

www.justice.gov.ab.ca/dependent_adults/default.aspx

Power of Attorney

- you must be mentally competent to give a Power of Attorney
- takes effect immediately
- ends if you become mentally incapable of managing your affairs.

Enduring Power of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

Last Will and Testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person who will act as your executor after your death and who will make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- formal will: prepared for you by a lawyer
- holograph will: prepared by you and done in your handwriting
- will kit: forms obtained from any stationary store that you complete yourself

If you require a lawyer, and you do not have one, you can contact the Lawyer Referral Service at 1-800-661-1095, see page 28 for more information.

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession Act*. Information about this act is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process*. To print your own copy, visit the Alberta Seniors website at **www.seniors.gov.ab.ca**.

What is an executor?

An executor is a person who is named in a will to be responsible for the administration of an estate. The executor is responsible for notifying relatives and beneficiaries, disposing of perishable assets, securing any estate assets that require immediate attention, making provisions for the immediate needs of the dependants of the deceased, and ensuring that proper funeral and burial arrangements are made.

For more information on wills, executors, or the *Intestate Succession Act*, contact your lawyer or call the Lawyer Referral Service at 1-800-661-1095.

Who to Contact When Someone Dies

Some of the following activities require proof of death. In most cases this will be a Death Certificate, but in some instances a statement from the funeral home may be accepted. When you are unsure of the requirements, you may wish to call ahead to confirm the documentation needed for a specific service. To order a Death Certificate, contact a Registry Agent (check the Yellow Pages under *License & Registry Services*).

Funeral Arrangements

Check to find out if the deceased previously made any funeral arrangements. If no funeral arrangements have been made, you will need to choose a time and place for the funeral or memorial service. If there is no money for a funeral, discuss with the funeral director whether Alberta Human Resources and Employment may be able to assist you.

Prices for funerals can vary significantly depending on the types of services requested. You should consult with more than one funeral director before making any final decisions. To contact a funeral home, check the Yellow Pages under *Funeral Planning*.

The Alberta Funeral Service Association has a publication *Funerals: An Information Guide*. The publication offers information about planning a funeral, memorial service or military service. To obtain a copy of this publication contact the Alberta Funeral Service Association at:

Alberta Funeral Service Association
PO Box 48111
Calgary, AB T2X 3C9
Calgary: (403) 274-1922
Toll-free: 1-800-803-8809
Fax: (403) 274-8191
Website: **www.afsa.ab.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue
Edmonton, AB T5G 0X5
Phone: 1-800-563-4652
Fax: (780) 452-6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

Estate

Contact the executor (the person named in the Last Will and Testament as being responsible for settling the estate). If probate is required, the executor will arrange for this to be done. The executor should contact the following agencies to inform them that the individual has passed away.

Government Pensions

Federal - Old Age Security, Guaranteed Income Supplement, Allowance/Allowance for the Survivor and Canada Pension Plan contact:

English: 1-800-277-9914
French: 1-800-277-9915
TTY device only: 1-800-255-4786

You should have available the name of the deceased, the date of death, the name of the executor (if the deceased had a will) and the Social Insurance Number of the deceased. If the deceased was receiving Canada Pension Plan payments, ask if the estate of the deceased is eligible for a Canada Pension Plan Death Benefit.

Provincial - Alberta Seniors Benefit contact:

Edmonton: (780) 427-7876
Toll-free: 1-800-642-3853

You will be asked to give the Personal Health Number, the name and date of death of the deceased and the name of the executor.

Private Employer Pensions

If the deceased was receiving a pension from a former employer, contact the pension plan, former employer or union. Different plans may offer various levels of benefits to the deceased's estate and surviving spouse/adult interdependent partner or children. Some plans may include lump sum payments or insurance payments to the estate. Some plans may provide full or reduced pension payments to the surviving spouse/adult interdependent partner.

Alberta Health and Wellness

You will need to notify Alberta Health and Wellness by calling:

Edmonton: (780) 427-1432
Outside Edmonton, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

The name and Personal Health Number of the deceased will be requested.

Canada Revenue Agency

A tax return must be filed for the deceased. You will need to include a copy of the will or statement from the funeral director if this information was previously not provided. Canada Revenue Agency can supply you with its publication, *Guide for Preparing Returns for Deceased Persons*. To request a copy call 1-800-959-2221.

For general information, contact the Canada Revenue Agency at 1-800-959-8281. Be sure to have the Social Insurance Number of the deceased available when you call.

Banking Institutions

Immediately notify the bank management and find out the bank's requirements for papers and changes. Most institutions will release funds to cover funeral and other related expenses if copies of contracts and receipts are provided.

All institutions will ask for a Death Certificate and a copy of the will. You should have the bank passbooks of the deceased updated to the date of death for income tax and accounting purposes.

Credit Cards

Credit cards should be cancelled with the credit card issuer and all cards in the name of the deceased should be destroyed. Some credit accounts are life insured and are paid up automatically upon death. If there are any outstanding debts, make arrangements to pay them out of the estate of the deceased.

Car Registration/ Insurance

If a vehicle was registered in the name of the deceased, contact a Registry Agent to transfer the vehicle's ownership (check the Yellow Pages under *License and Registry Services*). The Registry Agent will need to see the vehicle registration, insurance policy and documentation that will serve as proof of the death (Death Certificate or a copy of the will).

For more information call Alberta Government Services:

Edmonton: (780) 427-7013
Toll-free in Alberta by dialing 310-0000 and following the instructions.

Ensure the name of the deceased is removed from any car insurance policies by contacting the insurance company.

Homeowners

If the deceased's name is on the title of property or a home, contact Alberta Land Titles to have it changed. Special documentation will be required to change a title. For more information contact:

Calgary: (403) 297-6511
Edmonton: (780) 427-2742
E-mail: **government.services@gov.ab.ca**

In all other areas of the province, you can call the nearest Land Titles office toll-free through the Service Alberta Call Centre at 310-0000.

Associations and Club Memberships

Notify the secretaries of all clubs and inquire if any dues or bills are outstanding.

What Do I Need to Know about Death and Dying?

Information about funerals, estates and who to contact when a senior dies is available in the handbook *Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process.* To print your own copy, visit the Alberta Seniors website at **www.seniors.gov.ab.ca.**

Income Support Programs

Alberta Government Programs

Alberta Seniors Benefit (ASB)

The Alberta Seniors Benefit program is an income-based program that provides monthly cash benefits to eligible seniors. To be considered for the program, you must complete an application form.

General Eligibility Requirements

To be eligible for the Alberta Seniors Benefit you must:

- be 65 years of age or older
- have lived in Alberta for at least three months immediately before applying
- be a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrants)
- have income within the limits allowed by the program.

Cash Benefit

The annual cash benefit is determined by four factors:

- your income (combined with the income of your spouse/adult interdependent partner).
- whether you are eligible for the federal Old Age Security pension.
- your marital/cohabitation status
- the type of accommodation you live in

It is important that you notify the program whenever your personal information changes.

To ensure that a cash benefit is paid to those seniors most in need, the Alberta Seniors Benefit program is income based. The lower your income, the higher your cash benefit will be, within the maximum cash benefit allowed under the program.

If your annual income level changes, the level of your cash benefit in the following benefit year will also change.

In general, a single senior with income of $21,000 or less, and senior couples with combined income of $33,000 or less, are eligible for a cash benefit. These income levels are guideline figures only, and are applicable for seniors whose income includes full Old Age Security pension. Since the source and composition of income will vary from one individual to another, please see the *Alberta Seniors Benefit Information Booklet* for more information. You can also visit the Alberta Seniors website at **www.seniors.gov.ab.ca**.

Maximum Cash Benefit Available

Accommodation and Marital/Cohabitation Status	Maximum Annual Cash Benefit
Homeowner/Renter/Lodge Resident	
Single senior	$ 2,880
Senior couple	$ 4,320
Long-Term Care Resident	
Single senior	$ 7,335
Senior couple*	$ 8,775
Other Residence Categories	
Single senior	$ 1,860
Senior couple	$ 3,720

The Alberta Seniors Benefit cash benefit is paid on a monthly basis.

*Where one resides in a long-term care centre and the other resides in the community.

Effective October 1, 2004, seniors in Alberta are exempt from paying Alberta Health Care insurance premiums.

Program Cycle

The benefit year of the ASB program is twelve months, starting July 1 of the current year and ending June 30 of the following year. The program normally bases your cash benefit for the current program year on your income for the prior calendar year. An exception is made when applying to the program or receiving benefits from the program for the first time. In these situations, income for the current calendar year may be used to determine current benefit year eligibility.

You only need to apply once for the ASB program. You should receive an application package in the mail by your 65th birthday. Your application package will contain detailed instructions for completing the forms, as well as the information you need to include with the completed application. For further information, contact Alberta Seniors at:

Alberta Seniors Benefit
PO Box 3100
Edmonton, AB T5J 4W3
Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876
Website: **www.seniors.gov.ab.ca**

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program is an income-tested program that provides a lump-sum cash payment to eligible lower-income seniors. Under this program, seniors who are facing financial difficulty in paying extraordinary, one-time expenses and who have no other resources to draw on can apply for financial assistance. The amount awarded will depend on the level of financial difficulty that is demonstrated on the application form.

Eligibility

To be eligible for a Special Needs Assistance for Seniors benefit you must:

- be 65 years of age or older
- have lived in Alberta for at least three months before applying
- have completed an application for and be eligible for a cash benefit from the Alberta Seniors Benefit program
- be receiving or have a spouse/partner receiving the federal Old Age Security pension
- have submitted a complete Special Needs Assistance for Seniors application form
- show you are unable to meet unexpected or extraordinary expenses

Generally, seniors who are receiving a cash benefit from the Alberta Seniors Benefit program may receive a special needs benefit.

Available Assistance

In any given benefit year, you can apply for a benefit of up to $5,000. A benefit year runs from July 1 of one year to June 30 of the following year.

Assistance is available for allowable special needs such as medical, optical and dental expenses and the cost of minor home repairs. Also, on August 11, 2004, the Government of Alberta announced that new dental and optical coverage will begin in the next fiscal year. Details will be available in spring 2005.

Last Resort Program

Special Needs Assistance for Seniors is a program of last resort. All other sources of funding must be utilized prior to applying to the Special Needs Assistance for Seniors program. Below are a few examples of provincial and federal government programs that offer assistance.

- federal income security programs - Old Age Security/Guaranteed Income Supplement/ Allowance/Allowance for the Survivor, see pages 18-20 for more information
- medical supplies/hearing aids - Alberta Aids to Daily Living, see pages 33-35 for more information
- home repair programs - Residential Rehabilitation Assistance Program (RRAP), Home Adaptations for Seniors Independence (HASI), see pages 22-23 for more information

- diabetic supplies - Alberta Monitoring for Health Program, see page 47 for more information
- home support programs - Home Care, see page 43 for more information

These programs and services are just a few of the programs that are described in this guide. Before applying to the Special Needs Assistance for Seniors program, please check all of the federal and provincial benefits available.

Like the Alberta Seniors Benefit program, the Special Needs Assistance for Seniors program is income based to ensure that assistance goes to those seniors most in need.

How to Apply

If you have exhausted all other sources of funding and continue to have financial difficulties, you can apply to the program by submitting a complete Special Needs Assistance for Seniors application form. If you have not already done so, you will be asked to first submit an Alberta Seniors Benefit application form. If you are approved for benefits from the Alberta Seniors Benefit program, and you meet all the Special Needs Assistance for Seniors program eligibility requirements, you may then apply to the Special Needs Assistance for Seniors program.

Further Information

If you would like more information on the Special Needs Assistance for Seniors program, contact Alberta Seniors at:

Special Needs Assistance for Seniors
PO Box 3100
Edmonton, AB T5J 4W3
Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876
Website: **www.seniors.gov.ab.ca**

New Program Announcements

Alberta Health Care Premium Exemption

Effective October 1, 2004, seniors in Alberta are exempt from paying Alberta Health Care insurance premiums.

Property Tax Assistance

On August 11, 2004, the Government of Alberta announced a program of assistance with education property taxes for senior homeowners beginning in the 2005 municipal taxation year. Details will be available in spring 2005.

Optical/Dental Assistance

On August 11, 2004, the Government of Alberta announced that new dental and optical coverage will begin in the next fiscal year. Details will be available in spring 2005.

Income Programs for Non-Seniors

Alberta Human Resources and Employment assists non-seniors with little or no income, and in special circumstances. For more information on the following programs, visit the Alberta Human Resources and Employment website at **www.gov.ab.ca/hre** or call the Alberta Works Contact Centre toll-free at 1-866-644-5135.

Alberta Works

The goal of Alberta Works is to help unemployed people find and keep jobs in their communities, help low-income Albertans cover their basic costs of living, and help employers meet their need for skilled workers. Alberta Works brings together Employment and Training Services, Income Support, Health Benefits and Child Support Services for Albertans under the age of 65.

Assured Income for the Severely Handicapped

The Assured Income for the Severely Handicapped (AISH) program provides financial and health benefits to adults with a permanent and severe disability that impairs their ability to earn a livelihood. Assets, income, age and residency are taken into account in determining eligibility and benefit levels. Applicants receiving an Old Age Security pension are not eligible to receive AISH.

Income Support

Income Support is a program of last resort that provides financial and health benefits to Albertans who do not have the means to support themselves. Assets and income are taken into account in determining eligibility and benefit level. Individuals who can work are expected to become independent of income support by getting a job, taking necessary training or similar activities. Clients with multiple barriers to employment such as medical impairment, age or minimal education receive higher benefits.

Individuals who receive Old Age Security, Guaranteed Income Supplement, Allowance/ Allowance for the Survivor and Canada Pension Plan benefits are unlikely to be eligible for assistance from this program.

Federal Government Programs

Social Development Canada administers the Income Security Programs (ISP), which include the Canada Pension Plan and Old Age Security benefits.

You may telephone the **ISP Call Centre** to:

- obtain information about benefits
- change your address
- request income tax deductions from benefits
- obtain application forms
- notify ISP of changes that may affect your entitlement to benefits
- make an appointment

In all areas of the province, call toll-free:

English: 1-800-277-9914
French: 1-800-277-9915
TTY device only: 1-800-255-4786
Hours of Operation: 8:30 a.m.– 4:30 p.m.
Website: **www.sdc-dsc.gc.ca**

Old Age Security Pension (OAS)

To be eligible for the **Old Age Security** pension, you must:

- be at least age 65 (you do not have to be retired)
- be a legal resident of Canada
- have lived a minimum of 10 years in Canada after the age of 18

You must apply for this pension. If possible, send in your application six months before your 65th birthday. Application forms are available at any Income Security Programs office, by calling the ISP Call Centre noted above or visiting **www.sdc-dsc.gc.ca** to print a form.

Guaranteed Income Supplement (GIS)

The **Guaranteed Income Supplement** is available to seniors who receive the Old Age Security pension and have little or no other income.

Eligibility for this supplement and the amount of the supplement that you would receive depends on:

- marital status
- total family income in the previous calendar year; if you are married or living common-law, the income of your spouse or common-law partner is included

The Guaranteed Income Supplement is added to the federal Old Age Security cheque each month. An application must be submitted to receive this benefit. To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns. To obtain information and/or an application form, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

Allowance/Allowance for the Survivor

The **Allowance** is paid to the spouse or partner of a senior receiving the Guaranteed Income Supplement. To be eligible you must:

- be age 60 through 64 (proof of age is required)
- have lived a minimum of 10 years in Canada after the age of 18.

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 to 64 and could continue until the age of 65. To obtain application forms, call the ISP Call Centre on page 18.

The **Allowance for the Survivor** is available to a widow or widower of a legal marriage or common-law partnership who has little or no other income and who is between the ages of 60 to 64.

The amount of Allowance for the Survivor depends on the applicant's income in the previous calendar year.

An application must be submitted to receive this benefit. To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. Your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file income tax, a renewal form must be completed. To obtain application forms, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

Canada Pension Plan

The federal government administers the **Canada Pension Plan** (CPP). You contribute to the CPP through employment or self-employment. There are different Canada Pension Plan benefits.

Retirement Pension

You may be eligible for a retirement pension if you have paid into CPP for at least one year. You may start receiving your CPP retirement pension as early as age 60, at a reduced rate, providing you have ceased or substantially ceased working. If possible, submit your application six months before you wish the pension to begin.

A spouse or common-law partner, in an ongoing relationship, can apply to share CPP retirement pension payments. Even if only one of you has been a contributor to the Canada Pension Plan, that one pension can still be shared. Both of you must be at least age 60 and both of you must have applied for any CPP retirement pension for which you may be entitled.

Once you begin receiving your retirement pension you can no longer contribute to the CPP if you return to work. You should inform your employer, who should discontinue CPP contributions. To obtain information and/or an application form, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

Disability Benefits

The Canada Pension Plan pays a monthly benefit to people who are under the age of 65, who have contributed to CPP and who are disabled according to Canada Pension Plan legislation.

The **Disabled Contributor's Child Benefit** is a monthly benefit for dependent children of a disabled contributor. To obtain information and/or an application form, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

Survivor Benefits

There are three types of survivor benefits. To obtain information and/or an application form for any of the following benefits, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

The **death benefit** is a one-time payment to, or on behalf of, the estate of a deceased Canada Pension Plan contributor.

The **survivor pension** is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.

The **surviving child benefit** is a monthly benefit for dependent children of a deceased contributor.

Child Rearing Dropout Provision

Months of low or zero earnings spent caring for your child under the age of seven, born after December 31, 1958, may be excluded from the calculation of your pension. This ensures that reduced earnings during the first seven years of your child's life do not result in lower pension benefits in the future. To obtain information and/or an application form, call the ISP Call Centre toll-free or visit **www.sdc-dsc.gc.ca** to print a form.

Credit Splitting (after divorce or separation)

When a legal marriage or common-law partnership ends in divorce or separation, Canada Pension Plan credits may be divided. Your divorce or separation must have occurred after January 1, 1987 and you must have been separated for at least one year. To obtain information and/or an application form, call the ISP Call Centre toll-free or visit **www.seniors.gov.ab.ca** to print a form.

Housing

Alberta Government Programs

Seniors Lodge Program

The Seniors Lodge Program offers single or double bedrooms, meals, housekeeping, linen/laundry and recreational services.

Seniors who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Applicants may need to meet local community residency requirements.

The local management body sets lodge rates and administer the lodges. To protect lower-income residents, management bodies must ensure that each resident has at least $265 per month in disposable income.

Your local management body has detailed information about lodges in your area. For assistance contacting a management body, please call Alberta Seniors:

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

or write to:

Alberta Seniors
Housing Services Division
PO Box 927
Edmonton, AB T5J 2L8
Visit the website at:
www.seniors.gov.ab.ca

Seniors Self-Contained Housing Program

The Seniors Self-Contained Housing Program provides affordable apartment accommodation for low-income seniors who cannot afford private sector accommodation.

Seniors whose income falls within local limits and who are functionally independent, with or without the help of existing community-based services, are eligible to apply for this program. Applicants are prioritized on the basis of need. Community residency requirements may be in place. Rent is based on 30 percent of a household's adjusted income.

Your local management body has detailed information about self-contained living. For assistance contacting a management body, please contact Alberta Seniors:

Toll-free: 1-800-642-3853
Edmonton: (780) 427-7876

or write to:

Alberta Seniors
Housing Services Division
PO Box 927
Edmonton, AB T5J 2L8
Visit the website at:
www.seniors.gov.ab.ca

Home Adaptation Program

Homeowners and tenants may apply to receive a provincial government grant to assist with permanent wheelchair modifications that improve access, facilitate movement, and significantly contribute to the safety and security of the wheelchair user. If total household income for the previous calendar year was less than $27,000, a homeowner or tenant may be eligible for a grant of up to $5,000.

If total household income was between $27,000 and $32,000 the grant is up to $2,500.

An eligible homeowner or tenant must:

- require the use of a wheelchair full-time
- live in the home to be adapted
- have a household income equal to or less than $32,000 for the previous calendar year, or currently receive benefits from the Assured Income for the Severely Handicapped program
- be a Canadian citizen or permanent resident of Canada.

Modifications which are part of, or fixed to the unit or building are eligible, if they:

- facilitate access to the unit including the provision of ramps, wheelchair lifts, sloped walk-ways, and lowered thresholds
- facilitate movement inside the unit such as door widening, kitchen and bathroom cabinet modifications, or installation of grab bars.

Tenants must obtain approval from the landlord to rent the unit for not less than one year. The landlord and Alberta Seniors must agree on the proposed modifications.

For information and application forms call (780) 427-5760. Outside Edmonton, call the Service Alberta Call Centre at 310-0000 to be connected toll-free,

or write to:

Home Adaptation Program
Alberta Seniors
Housing Services Division
PO Box 927
Edmonton, AB T5J 2L8
Website: **www.seniors.gov.ab.ca**

Federal Government Programs

The programs in this section are for low-income citizens. Household income must be less than the Core Need Income Threshold established by the federal government. The income limits depend on where the property is located and how many people live in the house.

Emergency Repair Program (ERP)

The Emergency Repair Program is for low-income homeowners in rural areas for emergency repairs required for continuing safe occupancy. This program is intended for homes that cannot be brought up to minimum standards through the Residential Rehabilitation Assistance Program. This program provides a grant up to $6,000 ($9,000 in northern areas) for repairs such as wood stoves, chimneys, fire protection, etc.

Home Adaptations for Seniors' Independence (HASI)

This program is for seniors 65 years and older for minor home adaptations to extend the time low-income seniors can live in their own homes independently. The program provides a forgivable loan of up to $3,500 for adaptations such as handrails, grab bars, deadbolts, lowering kitchen cupboards, adding shelving at a convenient height, additional light fixtures, additional electrical outlets, etc. The forgivable loan does not have to be repaid as long as the property is owned and occupied for six months after the work is complete. Funds are also available to the owners of rental units.

Residential Rehabilitation Assistance Program (RRAP)

For the Disabled

This program is for low-income homeowners regardless of the age of the occupants. The house can be new but construction must be substantially complete, and the house must meet a minimum standard of health and safety. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for modifications such as wheelchair accessibility or other mobility adaptations, allergy-related modifications, age-related disabilities, and hearing or sight impairments. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after the work is completed (depending on the amount of the loan received). Funds are also available to the owners of rental units.

For Homeowners

This program is for low-income homeowners regardless of the age of the occupants. The house must be at least five years old and be in need of at least one major repair. The program provides an income-based forgivable loan up to $16,000 ($19,000 in northern areas) for major repairs required to bring the home up to a minimum standard of health and safety. The forgivable loan does not have to be repaid as long as the property is owned and occupied for one to five years after work is done (depending on the amount of loan received).

For more information on the above housing programs and Core Need Income Thresholds, please contact the Canada Mortgage and Housing Corporation (CMHC) in:

Edmonton
CMHC
Standard Life Centre
210, 10405 Jasper Avenue NW
Edmonton, AB T5J 3N4
Phone: (780) 423-8700
Fax: (780) 423-8702

Calgary
CMHC
200, 1000 7 Avenue SW
Calgary, AB T2P 5L5
Phone: (403) 515-3000
Fax: (403) 515-2930
TTY: 1-888-841-4975

Outside these areas call toll-free 1-877-499-7245.

Other Information

The Canada Mortgage and Housing Corporation has a variety of publications and videos available on housing-related topics, such as housing options for seniors, handicapped-accessible homes, and information for first-time homebuyers. Please contact the Canadian Housing Information Centre at 1-800-668-2642 or visit their website at **www.cmhc-schl.gc.ca**.

Finding Accommodation

Seniors Housing Registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They may also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 705-3230

Edmonton
Society for the Retired and Semi-Retired
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: (780) 423-5510

Native Seniors' Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: (780) 476-6595

If a housing registry is not available in your area, contact your local information centre, see pages 29-30, or Family and Community Support Services Office, listed in local telephone directories, or Alberta Seniors, see pages 25-26.

Provincial Seniors Housing Registry

The Alberta Seniors Citizens' Housing Association (ASCHA) has a free Internet based provincial housing registry for online searches by location, organization, project, support services and application criteria. For more information visit the website at **www.ascha.com**.

Landlord and Tenant Information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants and security deposit requirements. For more information, obtain a copy of the tipsheet *Information for Landlords and Tenants* by calling the Alberta Government Services Consumer Information Centre at:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
Website: **www.gov.ab.ca/gs**

Information and Referral

Seniors Information Line

Detailed information and assistance on the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs is available through an Alberta toll-free telephone line. The Alberta Seniors Information Line also provides information on other programs and services available to seniors living in Alberta. This information service is for seniors and their families, caregivers and support groups. It also provides referrals to government and non-government services and programs. For information, please call:

Toll-free: 1-800-642-3853
(In Edmonton telephone: 427-7876)

Alberta Seniors Information Services Offices

Alberta Seniors Information Services Offices assist seniors by providing detailed information regarding the Alberta Seniors Benefit and Special Needs Assistance for Seniors programs. Outreach (displays and presentations), general information regarding seniors programs and referral services are also available.

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 705-3246
Fax: (403) 705-3241

Edmonton
Main Floor
Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: (780) 427-7876
Fax: (780) 422-6301

Grande Prairie
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5300
Fax: (780) 538-5308
(please call for an appointment)

Lethbridge
Main Floor
Lethbridge Senior Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: (403) 381-5469
Fax: (403) 382-4533
(please call for an appointment)

Medicine Hat
203 Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: (403) 529-3156
Fax: (403) 526-8813
(please call for an appointment)

Red Deer
Golden Circle Senior Resource Centre
4620 47A Avenue
Red Deer, AB T4N 3R4
Phone: (403) 340-7647
Fax: (403) 343-7977
(please call for an appointment)

St. Paul
318 Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: (780) 645-6297
Fax: (780) 645-4760
(please call for an appointment)

Stony Plain
Main Floor, Provincial Building
4709 44 Avenue
Stony Plain, AB T7Z 1N4
Phone: (780) 968-6552
Fax: (780) 968-6553
(please call for an appointment)

Service Alberta Call Centre Toll-free 310-0000

You can reach any provincial government program, toll-free, by calling the Service Alberta Call Centre. Staff are available to answer your questions and direct your calls Monday to Friday 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta dial toll-free **310-0000** and enter the 10-digit provincial telephone number, or dial zero or stay on the line for assistance.

Example: If you are calling Alberta Health and Wellness from outside of the Edmonton area, you will dial toll-free 310-0000 then (780) 427-1432. (Within Edmonton you will dial 427-1432.)

For toll-free, province-wide access from a cellular telephone, enter #310 (Telus/Bell) or *310 (for Rogers AT&T).

Deaf callers (requires TTY unit):
Toll-free within Alberta: 1-800-232-7215
Within Edmonton: 427-9999

Alberta Government Services Consumer Information Centre

The Consumer Information Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about dealing with consumer complaints.

Subject areas include landlord and tenant issues, debt collection practices, natural gas marketers, door-to-door sales, credit reporting, time shares, auctions, advance fee loan brokers, home improvement contracting, negative option sales, electricity marketers, unfair market practices, charitable fund-raising and travel clubs.

Consumer tipsheets are available at no charge by calling the Consumer Information Centre or visiting the Department's website. For more information contact:

Toll-free: 1-877-427-4088
Edmonton: (780) 427-4088
or visit the website at **www.gov.ab.ca/gs**

Social Development Canada Income Security Programs

Call Centre

For information regarding Old Age Security (OAS) or Canada Pension Plan (CPP) benefits, telephone the Income Security Programs Call Centre toll-free at:

English: 1-800-277-9914
French: 1-800-277-9915
TTY device only: 1-800-255-4786
Hours of Operation: 8:30 a.m. – 4:30 p.m.
Website: **www.sdc-dsc.gc.ca**

Canada Alberta Service Centres (In-Person Centres)

The federal government has offices in the province where you can obtain information about OAS and CPP benefits. To make inquiries or to book an appointment to see a Service Delivery Agent, call the Income Security Programs Call Centre above.

Canada Alberta Service Centres:

Edmonton
Main Floor, Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4B8

Meadowlark Shopping Centre
120, 15710 87 Avenue
Edmonton, AB T5R 5W9

Hours of Operation (both offices):
8:30 a.m. – 4:30 p.m* Monday to Friday
*except Tuesday: 10:00 a.m.- 4:30 p.m.

Calgary
270 Harry Hays Building
220 4 Avenue SE
Calgary, AB T2G 4X3
Hours of Operation:
8:30 a.m.- 4:30 p.m.* Monday to Friday
*except Wednesday: 9:30 a.m.- 4:30 p.m.

Grande Prairie
100, 9845 99 Avenue
Grande Prairie, AB T8V 0R3
Hours of Operation:
8:30 a.m. – 4:00 p.m. Monday to Friday

Lethbridge
East Entrance
200 5 Avenue S
Lethbridge, AB T1J 4L1
Hours of Operation:
8:30 a.m.- 4:15 p.m. Monday to Friday

Red Deer
First Red Deer Place
2nd Floor, 4911 51 Street
Red Deer, AB T4N 6A1
Hours of Operation:
8:30 a.m.- 4:30 p.m Monday to Friday

Outreach Program

The Government of Canada offers an Outreach Program. Outreach raises public awareness about the Canada Pension Plan and Old Age Security. It works with community partners to provide information and services. Partners include financial advisors, community service providers, seniors groups, human resource personnel, unions and multicultural and Aboriginal organizations. The Outreach program is provided by Outreach Officers in Edmonton, Calgary, Red Deer, Grande Prairie and Lethbridge. For more information, contact the Income Security Programs Call Centre.

Lawyer Referral Service

The Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers if you can afford to pay for a lawyer but do not know of one who can help you. You receive the first half-hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information contact:

Lawyer Referral Service Office
Toll-free: 1-800-661-1095
Calgary only: 228-1722

Office for Disability Issues

The Office for Disability Issues represents persons with disabilities from all over Alberta, regardless of age or type of disability. The office assists government in responding to the Alberta Disability Strategy released by the Premier's Council on the Status of Persons with Disabilities. In addition to being a point of reference for inquiries, the office raises awareness of disability issues and ensures concerns and issues affecting Albertans with disabilities are made known across government.

Albertans who wish to discuss disability issues may contact the Office for Disability Issues toll free by calling 1-800-272-8841 (or 422-1095 in Edmonton).

Local Information and Referral Centres

Many communities have local information centres that provide information on the services available in your community. Larger centres are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: (403) 705-3246
Fax: (403) 705-3241
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
1020, 1202 Centre Street S
Calgary, AB T2G 5A5
Phone: (403) 266-6200
Fax: (403) 269-5183
Website: **www.calgaryseniors.org**

Camrose
Camrose and District Senior Centre
5415 49 Avenue
Camrose, AB T4V 0N6
Phone: (780) 672-7022
Fax: (780) 679-0194

Edmonton
The Support Network
Edmonton's Crisis and Information Centre
301, 11456 Jasper Avenue
Edmonton, AB T5K 0M1
Phone: (780) 482-4636 (INFO)
Fax (780) 488-1495
Website: **www.thesupportnetwork.com**

The Society for the Retired and Semi-Retired
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: (780) 423-5510
Fax: (780) 426-5175
E-mail: info@srsr-seniors.com
Website: **www.srsr-seniors.com**

Fort McMurray
Salvation Army Seniors
9919 MacDonald Avenue
Fort McMurray, AB T9H 1S7
Phone: (780) 743-4135
Fax: (780) 791-2909

Grande Prairie
Grande Prairie and Area
Council on Aging Seniors Outreach
Suite 102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: (780) 539-6255
Fax: (780) 538-1115
E-mail: seniors-outreach@telus.net

Lacombe
Family and Community Support Services
5102B 50 Avenue
Lacombe, AB T4L 1K6
Phone: (403) 782-6637
Fax: (403) 782-6639

Lethbridge
Lethbridge Senior Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: (403) 320-2222
Fax: (403) 320-2762
E:mail: nlehbauer@lethseniors.com
Website: **www.lethseniors.com**

Nord-Bridge Senior Citizens Association
1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: (403) 329-3222
Fax: (403) 329-8824

Medicine Hat
Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: (403) 529-8307
Fax: (403) 529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: (403) 529-8383
Fax: (403) 529-8382

Red Deer
Golden Circle Senior Resource Centre
4620 47 Avenue
Red Deer, AB T4N 6C3
Phone: (403) 343-6074
Fax: (403) 343-7977

Sherwood Park
Strathcona Seniors Referral &
Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: (780) 464-4265
Fax: (780) 449-1354
E-mail: ivc@shaw.ca
Website: **www.ivcstrathcona.org**

St. Albert
St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: (780) 459-0433
Fax: (780) 459-9588
E-mail: seniorcc@telus.net
Website: **www.stalbertseniorsclub.org**

Wainwright
Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone:(780) 842-2777
Fax: (780) 842-5783

Additional information regarding seniors organizations in Alberta is listed in the *Directory of Seniors' Organizations in Alberta*. For a copy of the publication, please call 1-800-642-3853 or in Edmonton (780) 427-7876 or visit the Alberta Seniors website at **www.seniors.gov.ab.ca**.

Provincial Organizations for Seniors

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government-appointed body that reports to the Minister of Seniors. A Member of the Legislative Assembly, appointed by the Premier, chairs the Council. Members represent seven regions of the province, with one additional representative each from the Alberta Medical Association and Alberta universities.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors organizations and hold meetings throughout the province to gather their suggestions and feedback. Through these interactions, the Council makes recommendations to the government on legislation and policies affecting seniors and on the funding and coordination of programs and services for seniors.

The Seniors Advisory Council distributes a newsletter. It provides timely information on government initiatives and programs, Council activities and upcoming events.

Since 1986, the Council has spearheaded the annual provincial Seniors' Week. The focus of Seniors' Week is to promote a greater understanding of aging and the contributions that seniors make to Alberta society.

Council members are interested in the concerns of all of Alberta's seniors. To share your comments, or to meet with Council members, contact:

Seniors Advisory Council for Alberta
c/o Alberta Seniors
Suite 600 Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7
Phone: (780) 422-2321
Fax: (780) 422-8762

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free. You can also visit **www.seniors.gov.ab.ca** and follow the link to the Seniors Advisory Council for Alberta under *Information Services*.

Alberta Council on Aging

The Alberta Council on Aging is a province-wide charitable organization of groups and individuals interested in issues related to Alberta's aging population. The Alberta Council on Aging works towards change on both the individual and societal level, and towards enhancing the active participation of seniors in society.

The ACA News, published five times a year and provided to members, is a source of current information on issues concerning Alberta's seniors. The Alberta Council on Aging also publishes material related to the interests of seniors organizations.

The Alberta Council on Aging encourages communication and the sharing of resources among seniors groups and organizations. It acts as the umbrella group for the Alberta Council on Aging Policy Advisory Network.

The Alberta Council on Aging has also been involved in sponsoring the Senior Friendly Project. A Senior Friendly Toolkit and the video "Friendly Seniority" were developed for businesses, seniors organizations, governments and communities to assist staff and community members in becoming more aware of, and meeting the needs of seniors. A French version of the toolkit and the video is also available. A variety of other resources have been developed.

Annual membership fees apply (households, organizations, corporate and lifetime memberships).

For information contact:

Alberta Council on Aging
210, 14964 121A Ave
Edmonton, AB T5V 1A3
Phone: (780) 423-7781
Toll-free: 1-888-423-9666
Fax: (780) 425-9246
E-mail: acaging@interbaun.com
Website: **www.acaging.ca**

Learning Opportunities for Seniors

Alberta Learning

Learners, from pre-schoolers to seniors, are the focus for Alberta Learning. One of the Ministry of Learning's mandates is to provide Albertans with access to a wide range of quality lifelong learning opportunities. To find out more, visit the Alberta Learning website at **www.learning.gov.ab.ca** or contact your nearest Community Adult Learning Council, post-secondary institution or continuing education institution.

Elderhostel

Elderhostel is a not-for-profit organization that offers educational travel experiences to adults 55 and over. Combining travel and learning, programs are designed to meet various interests, activity levels, budgets, schedules and lifestyles of older adults. To find out more, call 1-877-426-8056 or visit the website at **www.elderhostel.org/welcome/home.asp**.

Libraries

Many libraries offer programs and events of interest to seniors. Whether it is learning how to map your family tree, surfing the Internet, or attending a lecture, your local library may have the program for you. You can even use the Internet at your local library to access copies of this booklet and other Alberta Seniors publications. To enquire about the programs and events available at your library, refer to the libraries section of your telephone directory.

Alberta Aids to Daily Living (AADL)

The Alberta Aids to Daily Living Program (AADL) helps individuals who have a chronic disability or illness, and individuals who are terminally ill, to receive authorized basic medical equipment and supplies for more independent functioning in a home or home-like setting. A wide-range of authorized benefits are available, including hearing aids, medical/surgical supplies, rehabilitation equipment and/or respiratory equipment.

Assistance is provided in cooperation with authorizers and suppliers. An authorizer is your initial contact with AADL. He or she may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist, speech pathologist, or other health care professional who works in a community health care centre, a hospital, a long-term care centre or a home care program.

Note: Medical doctors are not authorizers. Please contact your regional health authority to locate an AADL authorizer.

To be an AADL client you must:

- have a long-term disability (six months or more), chronic illness or a terminal illness
- be an Alberta resident
- have a valid Alberta Personal Health Number.

How does the program work?

AADL assists individuals by subsidizing the costs of medical equipment and supplies authorized for an individual. AADL is a cost-shared program. Clients pay 25 percent of the costs to a maximum of $500 per family, per benefit year (July 1 to June 30).

Clients with low incomes are exempt from cost sharing. Your authorizer or local community health care centre will have a Full Benefit Application for you to complete and send to the address on the form.

If you are exempt from cost sharing, AADL will issue you a benefit card. You must show the card to your authorizer and supplier. This card tells the vendor you are exempt from cost sharing for your authorized benefits. If you choose an upgraded item, you are responsible for paying any additional amount.

What is covered?

Only certain medical and surgical supplies and equipment are provided. To ensure coverage, you must obtain an authorization form before you contact a supplier. AADL will not reimburse you for items purchased before registered program authorizers have conducted their assessment.

The program does not cover special diets, diet supplements, foot orthotics, eyeglasses, prescription drugs or dental care/dentures. For information regarding prescription drug coverage please refer to page 36.

AADL does not provide artificial eyes, artificial limbs, mastectomy prosthesis and braces for seniors. These benefits are provided to seniors through Alberta Blue Cross *Coverage for Seniors* Program. See page 36.

Hearing Aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only. Cost sharing applies.

The program has the following limitations:

- seniors are eligible for a subsidy of one hearing aid every five years
- if you are a cost-shared client, AADL contributes $708.75 towards one hearing aid. If you have full benefit assistance, AADL will contribute $945 for one hearing aid only. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.
- replacement of batteries is at your own cost
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires
- minor servicing and additional fees charged by the hearing aid practitioner are at your own cost
- hearing aids that are lost, stolen or damaged due to misuse are not replaced by AADL. You are advised to arrange for insurance to cover the loss of hearing aids.

All hearing aid repair benefits are subject to cost sharing.

When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor. For more information regarding registered vendors contact Alberta Aids to Daily Living at (780) 427-0731. Outside the Edmonton area, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Medical Surgical Supplies and Rehabilitation or Respiratory Equipment

Certain medical supplies and equipment are supplied to eligible people who are chronically disabled and to individuals who are terminally ill. An AADL authorizer must assess your need for equipment or supplies and complete an authorization form to order them. Some items may require a physician's prescription

Benefits include:

- ostomy supplies
- incontinence and catheter supplies
- some basic dressings
- certain respiratory equipment and related services

- oxygen for clients who meet the AADL oxygen eligibility criteria*
- mobility aids such as walkers, wheelchairs and wheelchair accessories
- bathing and toilet aids such as bath seats, patient lifts and commodes
- back and hernia support items
- graduated pressure garments
- shoe raises
- custom-made orthopedic shoes for people with bony foot deformities. Off-the-shelf shoes, shoe inserts and arch supports are not provided.

Program authorizers have complete lists of all items provided. How often you can receive an item is based on medical need.

For more information, contact your regional health authority or:

Alberta Aids to Daily Living
Seventh Street Plaza
10030 107 Street
Edmonton, AB T5J 3E4

Edmonton: (780) 427-0731
Calgary: (403) 228-7410

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

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*To arrange for a respiratory assessment, please contact the Alberta Aids to Daily Living Program or your regional health authority.

Alberta Blue Cross - *Coverage for Seniors*

Alberta Health and Wellness offers coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors*. The Government of Alberta pays the cost of the premiums for all Alberta seniors, their spouses and eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

After you are registered with Alberta Health and Wellness for seniors coverage, you will receive an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health and Wellness, July 1 to June 30. During one benefit year, *Coverage for Seniors* will provide a maximum of $25,000 in benefits per person for the following services:

Ambulance Services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act* and Regulations. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health and Wellness.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta's regional health authorities.

Prescription Drugs

Alberta Health and Wellness covers 70 per cent of the cost of prescription drugs, including insulin. You pay the other 30 per cent, up to a $25 maximum per prescription or refill. The pharmacy bills Alberta Blue Cross directly, so your only out-of-pocket expense is the 30 per cent. Only prescription drugs listed in the *Alberta Health and Wellness Drug Benefit List* are covered.

Note: If an interchangeable drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Alberta Blue Cross *Coverage for Seniors* also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

Other Services

For the following services, you pay the bill then submit the receipt to Alberta Blue Cross for reimbursement:

- clinical psychological services (up to specified maximums)
- home nursing care (up to yearly maximums)
- appliances (up to 100 per cent of the maximum allowable for items on a benefit list as defined by Alberta Health and Wellness), on written order of a physician, the purchase or repair of:
  - artificial eyes
  - artificial limbs except myoelectric-controlled prostheses
  - permanent braces
  - mastectomy prostheses (supporting brassieres are not covered)

Alberta Blue Cross offers health benefit plans in addition to existing Alberta government-sponsored seniors' health benefits. For more information visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices:

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: (403) 234-9666

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: (780) 498-8000

Fort McMurray
619 Plaza II Mall
8600 Franklin Avenue
Fort McMurray, AB T9H 4G8
Phone: (780) 790-3390

Grande Prairie
101A, 10712 100 Street
Grande Prairie, AB T8V 3X8
Phone: (780) 532-3505

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: (403) 328-1785

Medicine Hat
203 Chinook Place
623 4 Street SE
Medicine Hat, AB T1A 0L1
Phone: (403) 529-5553

Red Deer
152 Riverside Office Plaza
4919 59 Street
Red Deer, AB T4N 6C9
Phone: (403) 343-7009

Subscriber toll-free:
A subscriber toll-free line is available for people living outside these areas:
1-800-661-6995 (Customer Services)
1-800-394-1965 (Individual Plans)

Alberta Health Care Insurance Plan

Basic coverage includes:

- medically required services of physicians and osteopaths according to an approved benefit schedule
- specific dental oral and maxillofacial surgical procedures performed by an oral surgeon according to an approved benefit schedule
- some chiropractic services: benefits are limited for each service and the maximum payable per benefit year* is $200
- some foot care services provided by a podiatrist: benefits are limited for each service and the maximum payable per benefit year* is $250
- limited coverage for out-of-province physical therapy services provided in an out-of-province/out-of-country general or auxiliary hospital. In-province physical therapy services are based on assessed need and are the responsibility of the regional health authorities. Please contact your local regional health authority for more information.
- an operator's licence medical examination for people 74 years and six months of age and over
- a full eye exam (prescription for the fitting of corrective lenses), a partial eye exam (including two or more diagnostic procedures), and a single diagnostic service for persons 18 and under or 65 and over. Each of the three eye care benefits is allowed once per benefit year.*

For more information, contact Alberta Health and Wellness at (780) 427-1432 in Edmonton. In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

By mail:

Alberta Health and Wellness
PO Box 1360 Stn Main
Edmonton, AB T5J 2N3

In person:

Calgary
727 7 Avenue SW
Edmonton
10025 Jasper Avenue NW

Office hours are 8:15 a.m. to 4:30 p.m., Monday to Friday.

Note: When calling or writing, please give your Personal Health Number.

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*The Alberta Health Care Insurance Plan benefit year for Chiropractic, Podiatry and Optometric annual eye exam benefits is from July 1 of one year to June 30 of the following year.

Alberta Health Care Premium Exemption

Effective October 1, 2004, seniors in Alberta are exempt from paying Alberta Health Care insurance premiums.

Extra Billing

Extra billing is not permitted for any medically required physician, oral surgery or optometry service insured by the Alberta Health Care Insurance Plan; however, not all services provided by practitioners are covered. You can expect to pay the full fee for uninsured services, and should be informed of this by your practitioner before the service is delivered.

Alberta chiropractors and podiatrists are allowed to extra bill the patient. Private insurers providing supplementary health insurance for health services in Alberta can cover extra charges only after the Alberta Health Care Insurance Plan's annual limits have been reached. See page 46 for more information on private insurers.

Hospital Services

When you are registered with the Alberta Health Care Insurance Plan and are admitted to an acute care hospital in Alberta for medically required services, you will receive standard ward care, meals, nursing and other services without charge while you are a patient in the hospital.

Other services may include:

- outpatient services
- laboratory and diagnostic imaging services
- clinically approved drugs and basic medical supplies while in the hospital
- operating and case room facilities
- use of anesthetic equipment, supplies and routine surgical supplies
- radiotherapy and physical therapy facilities
- ambulance services if a patient is transferred between hospitals in Alberta for a particular service offered at another hospital

If you request a private or semi-private hospital room, you will be required to pay a room charge, which is determined by individual hospitals, unless a physician indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 46 for more information on private insurers.

For more information about coverage for hospital services, contact your regional health authority; see page 42 for addresses and phone numbers.

Temporary Absence from Alberta

You must retain Alberta Health Care Insurance Plan coverage if you leave Alberta for another part of Canada and return within 12 months, or leave for another country and return within six months. If you are leaving for longer, you may apply for the following extensions of coverage:

- four years (48 months) for absence due to work, business or missionary service – requires a letter from your employer or religious organization confirming your reason for absence, date of departure and intended date of return.
- two years (24 months) for travel or personal visits –confirmation (by telephone or by mail) of your date of departure and intended date of return is required.

Travelling Inside Canada

The services paid by the Alberta Health Care Insurance Plan in Alberta are covered when provided in another province within Canada. Costs of health services received outside Alberta will vary.

Physicians have the option of billing you directly. If this happens, please ask for a detailed receipt and proof of payment to submit to the Alberta Health Care Insurance Plan for reimbursement.

There is a possibility of costs beyond what the Alberta Health Care Insurance Plan pays. You may want to consider purchasing supplementary health coverage from a private insurer. See page 46 for more information on private insurers.

Travelling Outside Canada

Your coverage with the Alberta Health Care Insurance Plan for insured physician services provided outside of Canada is the same as those covered in Alberta. The maximum amount paid by the Alberta Health Care Insurance Plan for out-of-country services is based on the rates an Alberta service provider would be paid for the same or similar services, or the amount billed, whichever is less.

Benefits for medically required hospital services are payable only when provided in a general or auxiliary hospital. Since rates and coverage are subject to change, it is advisable to obtain an Alberta Health Care Insurance Plan brochure before you leave.

Medical and hospital costs in many countries are much higher than in Canada. You are responsible for paying the difference in cost, which may be thousands of dollars, particularly if hospitalization is required.

Extra Health Coverage

Alberta Health and Wellness recommends you purchase additional health coverage prior to travelling out-of-country even for short trips such as a one-day trip to the United States. Health insurance coverage for travelling outside Canada is available from private insurance companies, brokers, financial advisors and travel agencies. Be aware that there are variances in travel coverage provided by private insurance. Some companies will not cover a pre-existing medical condition. You should check to find the coverage that best meets your needs. See page 46 for more information on private insurers.

Submitting Claims for Services Received Outside of Alberta

If, while outside of Alberta, you are asked to pay directly for services that are covered by the Alberta Health Care Insurance Plan, you can submit a claim for reimbursement. Alberta Health and Wellness must receive your claim within 365 days of the date of the health service. Benefits for physician services received out-of-country will be paid in Canadian funds according to approved Alberta benefit schedules. You and/or your private insurer will be responsible for paying for any costs not covered by the Alberta Health Care Insurance Plan.

Information required by Alberta Health and Wellness

To claim physician and hospital services received out-of-country, Alberta Health and Wellness has developed a simplified form, *Out-of-Country Health Services Claim Form* (AHC 934). If you are claiming for services obtained outside Alberta but within Canada, you should submit your claim using the *Out-of-Province Health Services Claim Form* (AHC 693).

Follow the instructions for completing the form and be sure to provide all the information that is requested and applicable to your claim. Include official receipts and proof of payment. On average you can expect your claim to be processed within six to eight weeks.

Download forms from the Alberta Health and Wellness website at **www.health.gov.ab.ca/ahcip/forms.html**.

Forms are also available by contacting Alberta Health and Wellness at (780) 427-1432 in Edmonton. In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Regional Health Authority Services

A wide variety of community programs and services are offered through regional health authorities. For information on the locations and the range of programs and services available, contact your regional health authority.

Chinook Regional Health Authority
960 19 Street S
Lethbridge, AB T1J 1W5
Phone: (403) 382-6009
Fax: (403) 382-6011

Palliser Health Region
666 5 Street SW
Medicine Hat, AB T1A 4H6
Phone: (403) 529-8042
Fax: (403) 529-8998

Calgary Health
10101 Southport Road SW
Calgary, AB T2W 3N2
Phone: (403) 943-1110
Fax: (403) 943-1138

David Thompson Regional Health Authority
602, 4920 51 Street
Red Deer, AB T4N 6A1
Phone: (403) 341-8622
Fax: (403) 341-8632

East Central Health
4703 53 Street
Camrose, AB T4V 1Y8
Phone: (780) 608-8800
Fax: (780) 672-5023

Capital Health Region
1J2 Walter Mackenzie Centre
8440 112 Street
Edmonton, AB T6G 2B7
Phone: (780) 407-1000
Fax: (780) 407-7481

Aspen Regional Health Authority
10003 100 Street
Westlock, AB T7P 2E8
Phone: (780) 349-8705
Fax: (780) 349-4879

Peace Country Health
2101, 10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 538-5387
Fax: (780) 538-5455

Northern Lights Health Region
7 Hospital Street
Fort McMurray, AB T9H 1P2
Phone: (780) 791-6024
Fax: (780) 791-6029

Note: When calling or writing, please give your Personal Health Number.

Health Link Alberta

Health Link Alberta is a telephone advice and health information service available 24 hours a day, 7 day a week. You can call Health Link from anywhere in the province by dialing 1-866-408 LINK (5465).

Home Care Services

Regional health authorities in Alberta are responsible for home care. Services are provided to people of all ages based on assessed need.

Home care services help residents of Alberta achieve and maintain health, well-being and personal independence in their own homes. Referrals for home care services come from many sources including family members, friends, doctors and the person themselves. Once the referral is made, regional health authority staff assess the health needs of the individual and the needs of the individual's informal support system. Home care services, including respite to relieve informal caregivers, may be provided.

Home care services include professional and support services. Professional services are nursing, social work, physiotherapy, occupational therapy, nutritional services and respiratory therapy. Support services are personal care services (bathing, dressing and grooming). There is no charge for professional and personal care services.

Only when a person cannot be supported in the community is a referral made for admission to a long-term care facility. The individual will continue to receive home care services while they are at home.

To arrange for home care services please call your regional health authority. See page 42 for a listing of Alberta's regional health authorities.

Long Term Care Facilities

In Alberta, long-term care facilities (nursing homes and auxiliary hospitals) provide room and board and a range of care services, from personal care with nursing supervision to skilled medical and nursing care on contract with regional health authorities. These centres vary in size and are located throughout the province.

The province pays for all care costs based on individual need assessments Residents are responsible for accommodation charges at the following rates:

- $39.62 /day for standard accommodation
- $42.00 /day for semi-private accommodation
- $48.30 /day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program. For information, please telephone 1-800-642-3853.

Residents of nursing homes and auxiliary hospitals are not charged for the cost of prescription drugs as prescribed by the resident's attending physician. Ambulance services are also provided at no charge if a patient is transferred to or from a hospital for care or treatment.

To qualify for provincial coverage of the care costs in a nursing home:

- you must be eligible for registration with the Alberta Health Care Insurance Plan
- you must have lived in Alberta for three consecutive years at any time previously, or
- you must have lived in Alberta for one year immediately prior to applying, and
- you must have been a resident of Canada for 10 years or more.

Admission to a long-term care facility is based on an assessment of need carried out by a registered nurse of the regional health authority. When you request services, the assessment staff may decide that a long-term care facility would provide the most appropriate services. If this decision is made, regional staff will work with the placement service to find the right centre for you.

Regional health authorities may be able to offer other models of care that combine health services and shelter. Other models of care include assisted living, adult family care, group homes, special centres for Alzheimer's disease and related disorders, transitional living settings and various types of seniors day programs. Those that receive funding through regional health authorities have admission assessments like those used for long-term care facilities.

For more information about long-term care facilities contact your regional health authority. See page 42 for phone numbers and addresses.

Day Support Programs and Day Hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended for people who are frail and/or disabled and who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

Day hospitals are for people who require specialized assessment, treatment and rehabilitation services as an alternative to admission to an acute care hospital or long-term care facility. Individual care plans are developed. These programs may be available through acute care programs and long-term care facilities.

To find out if there is a day support program or a day hospital in your community, contact your regional health authority.

Geriatric Assessment and Rehabilitation Programs

Specialized geriatric assessment and rehabilitation programs are offered in the following communities. For information contact:

Calgary
Southern Alberta Regional Geriatric Program
Rockyview General Hospital
7007 14 Street SW
Calgary, AB T2V 1P9
Phone: (403) 943-3453

Edmonton
Northern Alberta Regional Geriatric Program
Glenrose Rehabilitation Hospital
Room 1259, 10230 111 Avenue NW
Edmonton, AB T5G 0B7
Phone: (780) 474-8800

Lethbridge
Geriatric Assessment and Rehabilitation Unit
Lethbridge Regional Hospital
5A, 960 19 Street S
Lethbridge, AB T1J 1W5
Phone: (403) 382-6610

Two Hills
Stroke & Geriatric Empowerment-Rehabilitation Unit
Two Hills Health Centre
PO Box 160
4401 53 Avenue
Two Hills, AB T0B 4K0
Phone: (780) 657-3344

Mental Health Services

Mental health services are available free of charge to all age groups throughout the province. Services offered include mental health information and education, assessment, counselling, treatment and follow-up services.

In-patient mental health services are available in urban and regional acute care hospitals, at the Claresholm and Raymond Care Centres, Alberta Hospital Edmonton and Alberta Hospital Ponoka. In addition, many hospitals and/or long-term care facilities offer Day Hospital programs for older individuals with mental health problems. Your nearest mental health clinic or your physician can direct you to, or provide you with information on these services.

For further information, contact your local regional health authority or the Alberta Mental Health Help Line at 1-877-303-2642.

Public Health Services

Public health services are available to all Albertans through the regional health authorities. Services provided may include:

- immunization against diseases such as influenza
- health education and counselling
- nutrition education
- dental hygiene education
- sexual health education and counselling
- speech-language pathology services

For information about public health services in your area, contact your regional health authority for phone numbers and addresses.

Private Health Insurers

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For further information, contact the Consumer Assistance Centre for the Canadian Life and Health Insurance Association toll-free at 1-800-268-8099 or visit their website at **www.clhia.ca**.

You and Your Medications

When you need to take medications, it is important to understand what you are taking, why you are taking it, how to take it and what the side effects may be. Don't be afraid to ask your doctor and your pharmacist questions about the medications you take. It may help to write your questions down before you go and then write down the answers. You have the right to know.

If you would like more information, the publication *Knowledge is the Best Medicine*, is available from most pharmacists or through Alberta Seniors at 1-800-642-3853 (in Edmonton at 427-7876).

Healthy U

Healthy U encourages Albertans to take simple, everyday steps to live healthier lives through better nutrition and more physical activity. The Healthy U website provides information on how you can fit healthy eating and regular activity in your life. Visit **www.healthyalberta.com** to find useful information and helpful links, including:

- recipes for healthy eating, meals and food preparation
- weekly health tips and a quiz to rate your level of physical activity
- websites that provide current, reliable information on a variety of health topics.
- links to websites of special interest to seniors: Canada's Physical Activity Guide for Older Adults and Canada's Food Guide to Healthy Eating

Helping Agencies

Alberta Monitoring for Health Program

Enables Albertans with diabetes, who meet eligibility requirements, to access funding to cover a portion of the cost of diabetes management supplies. This program is administered by the Canadian Diabetes Association and funded by Alberta Health and Wellness.

The Alberta Monitoring for Health Program is able to provide support to persons with diabetes who are not insulin dependent, but manage their disease through diet and oral medication. Depending on how you manage your diabetes, you may be eligible for assistance.

To access this program, you must meet the following eligibility requirements:

- have diabetes mellitus
- be a resident of Alberta
- manage your diabetes through diet, oral medications and/or insulin therapy
- have supplies and/or medication prescribed by a physician
- not have insurance coverage for diabetes management supplies such as blood glucose test strips, injections supplies, lancets and pump supplies. (Insurance coverage for insulin or oral medication will not affect eligibility.)
- have received training in self-monitoring of blood glucose
- have valid Alberta Health Care insurance registration, and be receiving an Alberta Health Care premium exemption

For information, contact:

Alberta Monitoring for Health Program
Suite 1020, Royal Bank Building
10117 Jasper Avenue NW
Edmonton, AB T5J 1W8
Phone: (780) 423-2634
Toll-free: 1-800-267-7532
Fax: (780) 409-2634

Alberta Alcohol and Drug Abuse Commission (AADAC)

AADAC contributes to the health of Albertans through a province-wide system of addictions treatment, prevention and information services for alcohol, smoking, drug and gambling problems.

AADAC has services for adults, youths, families and communities. All services are voluntary and confidential, and many are free of charge for Albertans. AADAC has offices and treatment centers in 40 communities throughout the province.

How to access service

If you have an urgent problem with alcohol or other drugs, contact your closest detoxification centre or hospital emergency room (if acute medical care may be required).

If you have a less urgent concern, or are seeking information about alcohol, drugs, tobacco or gambling, contact the 24-hour AADAC Help Line toll free at 1-866-33AADAC (332-2322) or visit the website at **www.aadac.com**.

You can also contact your nearest AADAC office, listed in the White Pages under *Alberta Alcohol and Drug Abuse Commission.*

AADAC 24-HOUR DETOXIFICATION CENTRES

Calgary
Renfrew Recovery Centre
Phone: (403) 297-3337

Edmonton
AADAC Recovery Centre
Phone: (780) 427-4291

Grande Prairie
Northern Addiction Centre
Phone: (780) 538-6350

Calgary Family Services

Calgary Family Services offer a broad range of services, including program referrals, counselling and care-giving services designed to enhance family relationships and help seniors maintain their independence. Home support services include homemaking, personal care, laundry and respite care. The fees charged for services are on a sliding scale based on family income.

Calgary: (403) 269-9888
Website: **www.calgaryfamilyservices.org**

Catholic Social Services

The following programs and services are available to people of ALL faiths and cultures.

Community Care Program

Provides home health care/support services including personal care, meal planning and preparation, homemaking and nursing services through contracts with the Capital Health Authority and on a fee-for-service basis.

Edmonton: (780) 471-5030

Elderly Adult Resource Service

Provides support counselling, education and referral services for older adults who are at risk of, or are experiencing abuse or neglect.

Edmonton: (780) 471-1122
Lloydminster: (780) 875-9084

Family and Individual Counselling

Provides therapeutic counselling to individuals, couples, families and groups using individual, joint or group therapy.

Edmonton: (780) 420-1970
Lloydminster: (780) 875-9084
Red Deer: (403) 347-8844

Multicultural Seniors Group

An informal support group for seniors, offered through Catholic Social Services' Immigration and Settlement Service. A place to practice English, learn about different cultures and to share information on health and well-being.

Edmonton: (780) 424-3545

Consumer Debt Counselling

Credit Counselling Services of Alberta (CCSA) is a not-for-profit consumer service providing information, workshops, counselling and programs on:

- budgeting and basic money management
- debt repayment (including the Orderly Payment of Debts program)
- rebuilding and using credit

CCSA can help if you have a debt problem or just want to have your money go further. Call their information line to speak with a counsellor or visit their website. Services are available thoughout Alberta.

Calgary
Sunrise Square
Suite 225, 602 11 Avenue SW
Calgary, AB T2R 1J8
Phone: (403) 265-2201

Edmonton
Sun Life Place
Suite 440, 10123 99 Street
Edmonton, AB T5J 3H1
Phone: (780) 423-5265
Outside of these areas: 1-888-294-0076
Website: **www.creditcounselling.com**

Family and Community Support Services (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal programs, available in most parts of Alberta, provide information, funding and assistance with the development of community preventive social programs, including services for senior citizens.

In some communities, Family and Community Support Services assist seniors by offering home support services, visiting services and various outreach programs. For information, contact the Family and Community Support Services office listed in your local telephone directory.

Legal Aid Society

Individuals seeking legal representation or information about legal aid can refer to the website at **www.legalaid.ab.ca** or contact the Legal Aid Society at:

Calgary	(403) 297-2260
Edmonton	(780) 427-7575
Fort McMurray	(780) 743-7356
Grande Prairie	(780) 538-5470
Lethbridge	(403) 381-5194
Medicine Hat	(403) 529-3553
Peace River	(780) 624-6250
Red Deer	(403) 340-5119
St. Paul	(780) 645-6205
Wetaskiwin	(780) 361-1331
Whitecourt	(780) 778-7178

Meals-on-Wheels

Usually for a fee, Meals-on-Wheels provides one hot meal a day to seniors in their homes. These services are available in many areas of Alberta. For information about Meals-on-Wheels, refer to your local telephone directory or contact Alberta Health Link at 1-866-408-LINK (5465).

Mediation Services

Mediation services can help resolve conflicts between neighbours, community associations, and non-profit organizations. Volunteer mediators meet with individuals and groups to discuss a problem or dispute. Examples of disputes include pets, parking, fences, noise, trees, or conflicts involving volunteer groups, families and clubs. For more information, contact:

Calgary
Community Mediation Calgary
200, 1201 5 Street SW
Calgary, AB T2R 0Y6
Telephone: (403) 244-6998
Website: **www.mediation.ab.ca**

Edmonton
Mediation and Restorative Justice Centre
430, 9810 111 Street
Edmonton, AB T5K 1K1
Telephone: (780) 423-0896
Website: **www.mrjc.ca**

Office of the Ombudsman

The primary purpose of the Ombudsman is to conduct impartial investigations of written complaints from individuals who believe they have been treated unfairly by the provincial government. The Ombudsman is independent of government and has broad powers to investigate actions, decisions, practices and procedures of government departments, boards, agencies and commissions. Individuals are required to complete all available appeals before the Ombudsman may consider investigating.

The Office of the Ombudsman also assists individuals in directing complaints to the appropriate contact, department or complaint mechanism when the complaint is outside the Ombudsman's jurisdiction to investigate. The Ombudsman does not investigate disputes between private individuals.

For more information regarding the Office of the Ombudsman visit the website at **www.ombudsman.ab.ca** or contact them at:

Edmonton
2800 Canadian Western Bank Place
10303 Jasper Avenue
Edmonton, AB T5J 5C3
Phone: (780) 427-2756
Fax: (780) 427-2759

Calgary
850 Ford Tower
633 6 Avenue SW
Calgary, AB T2P 2Y5
Phone: (403) 297-6185
Fax: (403) 297-5121

Hours: 8:15 a.m.-12:00 p.m.; and 1:00 p.m.-4:30 p.m., Monday to Friday

Office of the Public Guardian

The Office of the Public Guardian (OPG) offers assistance and services relating to Guardianship for Dependent Adults and Personal Directives.

Guardianship for Dependent Adults

Guardianship is a legal process that gives an individual (a guardian) the legal authority and responsibility to make decisions about non-financial personal matters on behalf of a dependent adult. Dependent adults are individuals over the age of 18 who are unable to care for themselves and unable to make reasonable judgments about personal matters (where and with whom to live, social activities, work-related matters, education and training, licences and permits, non-estate legal matters, health care and day-to-day decisions).

OPG encourages and assists individuals in obtaining a guardianship order for an adult who is unable to make independent decisions. Once appointed by the court, these individuals are called private guardians and have decision-making authority for the adult's personal affairs. If no family or friends are willing to apply to be a private guardian, then the Public Guardian can be appointed as a last resort.

Guardians are accountable to the Court. The Court will require the actions and decisions of the guardian to be reviewed at least every six years.

OPG can provide additional information about how to apply for a guardianship order. OPG also has self-help kits available for people who wish to apply for guardianship without hiring a lawyer. There are some costs associated with the granting of an order. Where the legal costs would be a hardship for a dependent adult or an applicant, the applicant may be eligible to have OPG contribute to the cost.

Personal Directives Act

A Personal Directive is a legal document that you can write in case something happens and you cannot make your own personal decisions in the future. Anyone over the age of 18 can complete a personal directive. It can be made with or without the assistance of a lawyer, but it becomes a legal document when it is dated, signed and witnessed.

A Personal Directive lets you choose another person, called an agent, to act on your behalf. The written instructions provided in this document help your agent make decisions on personal, non-financial matters such as where and with whom you live, health care and legal matters. Family, friends and service providers can also be assured that the decisions being made are consistent with your expressed wishes.

The Office of the Public Guardian can provide additional information about how to create a Personal Directive, where help is available and how to carry out the role as an agent.

Questions about guardianship or personal directives should be directed to the Regional Office closest to where the dependent adult or the person making a personal directive lives. For more information contact the Office of the Public Guardian:

Northern Alberta

Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: (780) 833-4319

Lac La Biche Office
Lakeview Building
15 Nipewan Road
PO Box 1410
Lac La Biche, AB T0A 2C0
Phone: (780) 623-5323

St. Paul Office
3rd Floor, Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: (780) 645-6434

Vegreville Office
Provincial Building
4809 50 Street
Vegreville, AB T9C 1R6
Phone: (780) 632-5447

Edmonton

Edmonton Office
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: (780) 427-0017

Central Alberta

Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: (403) 340-5165

Calgary

Calgary Office
9th Floor, Century Park Place
855 8 Avenue SW
Calgary, AB T2P 3P1
Phone: (403) 297-3364

Southern Alberta

Lethbridge Office
500 Professional Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: (403) 381-5648

Medicine Hat Office
Room 306, Provincial Building
346 3 Street SE
Medicine Hat, AB T1A 0G7
Phone: (403) 528-5245

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Office of the Public Trustee

The Public Trustee is the trustee of last resort for dependent adults (people who are unable to administer their own financial affairs because of a mental disability). This office also administers deceased persons' estates if they die intestate (without leaving a will) if the deceased individuals have no adult beneficiaries residing in the province. The Public Trustee also acts as guardian by protecting the assets and financial interests of missing persons and children under 18 years of age. For more information regarding the Office of the Public Trustee visit their website at **www.justice.gov.ab.ca/public_trustee** or contact them at:

Calgary
2100 Telus Tower
411 1 Street SE
Calgary, AB T2G 4Y5
Phone: (403) 297-6541

Edmonton
400 South J.E. Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: (780) 427-2744

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

The Support Network

Seniors' Abuse HelpLine

The HelpLine provides confidential and anonymous support and information 24 hours a day. Callers are helped to talk through their issue and develop an action plan to deal with the abuse or crisis. Information on programs and services in the community is also provided.

Edmonton and area:
(780) 454-8888

Distress Line

A 24-hour confidential, non-judgmental, supportive listening service that provides support and referrals for people experiencing difficulty in their lives. Help is also provided in suicide and violent situations.

Edmonton and area:
(780) 482-4357 (HELP)

Walk-In Counselling

Provides no-fee, solution-focused therapy to individuals, couples and families. Phone for hours. No appointment necessary, but you may wish to phone ahead for waiting times.

Edmonton and area:
(780) 482-0198

Victorian Order of Nurses

The Victorian Order of Nurses is a non-profit charitable organization administered by voluntary boards. The Victorian Order of Nurses offers health and support services at nominal fees.

For information on the services available in your community, call the Victorian Order of Nurses at:

Calgary
272D Glenmore Landing
1600 90 Avenue SW
Calgary, AB T2V 5A8
Phone: (403) 640-4765
Toll-free: 1-888-499-6999
Fax: (403) 640-4478

Edmonton
100, 4936 87 Street
Edmonton, AB T6E 5W3
Phone: (780) 466-0293
Fax: (780) 463-5629

Grande Prairie
205, 11330 – 106 Street
Grande Prairie, AB T8V 7X9
Phone: (780) 402-2508
Fax: (780) 538-2345

Medicine Hat
631 Prospect Drive SW
Medicine Hat, AB T1A 4C2
Phone: (403) 529-8025
Fax: (403) 529-8026

Health-Related Organizations

Alzheimer Society of Alberta
220, 2323 32 Avenue NE
Calgary, AB T2E 6Z3
Phone: (403) 250-1303
Fax: (403) 250-8241
Toll-free: 1-888-233-0332
Website: **www.alzheimer.ab.ca**

Canadian Cancer Society
Alberta/NWT Division
200, 2424 4 Street SW
Calgary, AB T2S 2T4
Phone: (403) 228-4487
Toll-free: 1-800-661-2262
Fax: (403) 228-4506
Website: **www.cancer.ca**

For information about cancer, call the nation-wide, toll-free Cancer Information Service at 1-888-939-3333 (Monday – Friday 9 a.m. to 6 p.m.)

Canadian Diabetes Association

Northern Alberta & NWT Regional
Leadership Centre
Suite 1010 Royal Bank Building
10117 Jasper Ave NW
Edmonton, AB T5J 1W8
Phone: (780) 423-1232
Toll-free: 1-800-563-0032
Fax: (780) 423-3322

Southern Alberta Regional Leadership Centre
105, 7500 Macleod Trail SE
Calgary, AB T2H 0L9
Phone: (403) 266-0620
Fax: (403) 269-8927
Website: www.diabetes.ca

The Canadian National Institute for the Blind (CNIB)

CNIB Calgary
15 Colonel Baker Place NE
Calgary, AB T2E 4Z3
Phone: (403) 266-8831
Toll-free: 1-800-376-2642
TTY device: (403) 264-0105
Fax: (403) 265-5029

CNIB Edmonton
12010 Jasper Avenue NW
Edmonton, AB T5K 0P3
Phone: (780) 488-4871
Toll-free: 1-800-365-2642
TTY device: (780) 482-2791
Fax: (780) 482-0017

CNIB Grande Prairie
Suite 200
4, 9728 Montrose Avenue
Grande Prairie, AB T8V 5B6
Phone: (780) 539-4719
Fax: (780) 539-3331

CNIB Lethbridge
1119 3 Avenue South
Lethbridge, AB T1J 0J5
Phone: (403) 327-1044
Fax: (403) 380-2672

CNIB Medicine Hat
5331 1 Street SE
Medicine Hat, AB T1A 0A9
Phone: (403) 527-2211
Fax: (403) 526-3548

CNIB Red Deer
PO Box 101
Red Deer, AB T4N 5E7
Phone/Fax: (403) 346-0037
Website: **www.cnib.ca**

Heart and Stroke Foundation of Alberta, NWT & Nunavut
1825 Park Road SE
Calgary, AB T2G 3Y6
Phone (403) 264-5549
Fax (403) 237-0803
Website: **www.heartandstroke.ca**

Parkinson's Society of Alberta
Room 3Y18, Edmonton General
11111 Jasper Avenue
Edmonton AB T5K 0L4
Phone: (780) 482-8993
Toll-free: 1-888-873-9801
Fax: (780) 482-8969
Website: **www.parkinsonalberta.ca**

Protecting You and Your Information

Freedom of Information and Protection of Privacy Act

Personal information that you provide to the Government of Alberta or any public body is protected under the *Freedom of Information and Protection of Privacy Act*.

You have the right to see or have copies of any information about you that is held by a public body. If you believe that the information is misleading or incorrect, you can submit a written request for a correction. Forms to request correction of personal information are available through your local library.

For information, you can contact the Freedom of Information and Privacy Coordinator for the public body holding the information. Call the Service Alberta Call Centre at 310-0000 for assistance.

A new act governing personal information held by private sector organizations in Alberta came into effect on January 1, 2004. More information on the *Protection of Personal Information Act* may be found at the website of the Information and Privacy Commission at **www.oipc.ab.ca/pipa/index.cfm**.

Elder Abuse

Different service providers use their own definitions when responding to cases of elder abuse. This makes it difficult to respond to the problem using one specific definition; however, it is generally agreed that elder abuse is described as any action or lack of action that causes harm to an elderly person. Elder abuse takes many forms:

- **physical abuse** – slapping, pushing, kicking, punching, injuring with an object or weapon, deliberate exposure to severe weather, inappropriate use of medication or unnecessary restraint
- **sexual abuse** – any forced sexual activity
- **psychological abuse** – humiliation, isolation, intimidation, threats, inappropriate control of activities or removal of decision-making power when the elderly person is still capable of making decisions
- **financial abuse** – misuse of a person's funds or property through fraud, trickery or force
- **neglect** – any lack of action required to meet the needs of an elderly person such as inadequate provision of food, clothing, shelter, required medication or other kinds of health and personal care, as well as social companionship

Who to contact for help and information:

- **Calgary:**
  Kerby Centre: (403) 705-3250 (24 hours)
- **Edmonton:**
  Seniors Abuse Help Line: (780) 454-8888
  Elder Abuse Intervention Team:
  (780) 477-2929
- **Lloydminster:**
  Catholic Social Services Elderly Adult Resource Service: (780) 875-9084
- Regional health authorities listed on page 42
- Family and Community Support Services – refer to your telephone directory
- Social Services Agencies – refer to your telephone directory
- Mental Health Help Line –1-877-303-2642
- senior citizen centres (see page 29 for local telephone numbers)

Protection for Persons in Care Act

The *Protection for Persons in Care Act* promotes the safety of adults in care by requiring anyone who suspects abuse to report it to Alberta Community Development, or where criminal activity is suspected, report it to the police.

The *Protection for Persons in Care Act* applies to adults in publicly funded care facilities including hospitals, seniors lodges, group homes, shelters and nursing homes.

What does the act do?

The *Protection for Persons in Care Act*:

- defines abuse
- makes it mandatory for people who believe abuse is occurring, or has occurred, to report it
- maintains a toll-free phone line where people can report abuse
- protects people who report abuse in good faith from retaliatory action
- specifies penalties for failing to report abuse and for knowingly making false reports
- sets out a process for investigating reports of alleged abuse
- requires a criminal record check for new employees and new volunteers of care facilities.

For more information on the *Protection for Persons in Care Act* or to report a non-crisis abuse situation please telephone the Protection for Persons in Care Reporting Line at 1-888-357-9339, Monday-Friday 8:15 a.m.-4:30 p.m. After hours, or on holidays, please leave your name and phone number on the voice mail and your call will be returned on the next working day. You may also visit the website at **www.cd.gov.ab.ca/helping_albertans/persons_in_care/index.asp**.

Alberta Health Facilities Review Committee

The mission of the Health Facilities Review Committee is to ensure that quality care, treatment and standards of accommodation are maintained in health care facilities. The committee has the authority to visit Alberta's acute care, long-term care, mental health and special care facilities to monitor and evaluate them on behalf of users and the public-at-large. Visits to facilities are not announced.

The committee forwards reports along with recommendations to the regional health authority, the facility and the Minister of Health and Wellness. Facilities are monitored to make sure recommendations are followed. For information contact:

Health Facilities Review Committee
250 Garneau Professional Centre
11044 82 Avenue
Edmonton, AB T6G 0T2
Phone: (780) 427-4924

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Alberta Human Rights and Citizenship Commission

The Alberta Human Rights and Citizenship Commission administers the *Human Rights, Citizenship and Multiculturalism Act*, which protects people in Alberta from discrimination.

The commission provides free information on a confidential basis to people who believe they may have experienced discrimination in Alberta, who are responding to a human rights issue, or who are seeking more information about human rights in Alberta.

The commission also provides education and information programs and services related to the legislation, preventing discrimination and fostering equality.

For more information, contact the Alberta Human Rights and Citizenship Commission at:

E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

Northern Regional Office
800 Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Confidential Inquiry Line: (780) 427-7661
Fax: (780) 427-6013

Southern Regional Office
Suite 310, 525 11 Avenue SW
Calgary, AB T2R 0C9
Confidential Inquiry Line: (403) 297-6571
Fax: (403) 297-6567

Deaf or hard of hearing with TTY Device
Edmonton: (780) 427-1597
Calgary: (403) 297-5639

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Frauds and Scams

On a daily basis, criminals are taking advantage of seniors. Although many legitimate businesses market their products and services over the telephone (telemarketing), door to door, or through the Internet, mail or newspaper and magazine ads, there are some unscrupulous people who will use these methods to take your money.

Learn how to tell the difference between a legitimate and honest offer and those individuals that could be defrauding you.

The following is a list of items strangers might try to sell you over the phone:

- one-time-only club memberships
- great promotional items
- sure-fire investments
- low-cost vacations
- lottery tickets
- a loan

Protecting Yourself

Protect yourself from frauds and scams by considering the following suggestions:

- don't be pressured into making an immediate decision; take time to speak with a family member, friend or someone you trust before completing a transaction that you are not comfortable with
- never give your credit card number to people calling over the phone and don't ever send money by messenger or overnight mail
- never buy something merely because the seller is offering a free gift
- if you are feeling uncomfortable or pressured by the caller, hang up
- watch out for people asking you for "shipping and handling" fees or to pay a "small gift tax" in order to receive a prize. Legitimate contests won't ask you to send money to receive a prize.
- if the offer sounds too good to be true, it probably is. Call PhoneBusters or the Alberta Government Services, Consumer Information Centre (see page 26)

Homeowners Beware

Homeowners need to know that home-repair frauds are occurring more frequently.

- avoid contractors who knock on your door and claim they are doing some work in the area and offer you a 'special price' for repairs they feel your home needs
- be wary of contractors who promise you a discount for work done if you agree to allow them to use your home to 'advertise' their work
- be cautious of contractors who quote a price without seeing what needs to be repaired

- be wary of contractors who demand a large down payment to buy materials
- be cautious of contractors who offer to conduct a free inspection of your home and then suggest major repairs.

Before hiring a contractor, have the individual provide you with the following information:

- municipal business licence
- Canada Revenue Agency GST number
- workers' compensation account number
- provincial prepaid contractors licence number – prepaid contractors accept money before a job is finished and look for work or discuss contracts away from their normal place of business. They must be bonded by a bonding company and licensed under the *Fair Trading Act* by Alberta Government Services.

REMEMBER: Legitimate businesses are not concerned about consumers checking past customer relationships, and are willing to wait for consumers to decide to use their services. If they are reluctant to give you any information, you should be just as reluctant to hire them. You should always shop around. Get more than one quote and compare the cost before deciding which contractor to go with.

For more information contact:
PhoneBusters (telemarketing fraud complaints):

Toll-free: 1-888-495-8501
or visit their website at:
www.phonebusters.com

Alberta Government Services' Consumer Information Centre:

Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088

or visit their website at **www.gov.ab.ca/gs** for information and the tipsheet *Home Renovations and Repairs*.

Consumer Information

The following types of businesses must follow guidelines set in place to protect consumers. For more detailed information on any of the following topics, contact:

Alberta Government Services, Consumer Services Division
Edmonton: (780) 427-4088
Toll-free: 1-877-427-4088
or visit the website at **www.gov.ab.ca/gs** then click on Forms, Publications & Tipsheets

Advance Fee Loan Brokers

Loan brokers do not lend money to consumers. They find lenders and make the loan arrangements for a fee. Loan brokers cannot ask for the fee before you get the loan. Fees have often been called an administration charge, a processing fee, insurance charges, file preparation fees, sign-up fees and retainers. Loan brokers must take their fee from the loan balance and send you the remainder. If you have questions about advance fee loan brokers, call Alberta Government Services' Consumer Information Centre.

Auctions

Anyone buying or selling by public auction can get information about the auction company's responsibilities and tips for buyers by reading the tipsheet *Auctions Buying & Selling* available from Alberta Government Services' Consumer Information Centre.

Condominiums

There are rules in place for condominiums that affect potential buyers and existing owners. To find out more, request Alberta Government Services' tipsheets *Buying a Condominium and Owning a Condominium*.

Collection Practices

Alberta legislation identifies what collection agencies can and cannot do when they are collecting a debt on behalf of a creditor. For more information or to obtain the tipsheet *Dealing with Bill Collection Agencies*, contact Alberta Government Services' Consumer Information Centre.

Credit and Personal Reporting

You have a right to look at, add an explanation to, and protest information in your file held by a credit-reporting agency. There are also rules about what kind of information can be on your file and who can get a report about you. For more information or to obtain a copy of the tipsheet *Credit and Personal Reporting*, contact Alberta Government Services' Consumer Information Centre.

Door-to-Door or Direct Sales

Most written door-to-door contracts that have been solicited, agreed upon and signed in your own home, can be cancelled within 10 days of the date you got your copy. You don't need a reason to cancel. For more information about cancellation, and contract requirements, or to obtain the tipsheet *Dealing With Door-to-Door Sales*, contact Alberta Government Services' Consumer Information Centre.

Electricity Marketers

Alberta households (other than those in the City of Medicine Hat) can choose which electricity marketing company will supply their electricity. If you are a member of a Rural Electrification Association, you are able to choose an electricity supplier that has been approved to operate in your area.

An electricity marketer is an independent marketing company whose rates are not regulated by any provincial or municipal government or agency. These companies are not affiliated with the Government of Alberta.

Electricity marketers must be licensed by Alberta Government Services, post a security, follow a code of conduct and provide consumers with specific information in the contract. If you sign a contract with an electricity marketer, you have a 10-day cooling-off period during which you can cancel the contract with no cost or penalty.

For more information or to get a copy of the tipsheet *Electricity Marketing:What Consumers Should Know*, call Alberta Government Services' Consumer Information Center at the number noted above.

If you would like to find out more about electricity deregulation, visit the Customer Choice website at **www.customerchoice.gov.ab.ca**.

Home Renovations

When a written renovation contract has been solicited, agreed upon and signed within your home, and the contractor has accepted money before the work is completed, the *Fair Trading Act* gives you the right to cancel the contract without giving a reason. You must cancel no later than 10 days after receiving your copy of the contract. You may also have more cancellation rights. For more information about cancellation, licensing and bonding, or to obtain the tipsheet *Home Renovations and Repairs*, contact Alberta Government Services' Consumer Information Centre.

Internet Sales

Internet sellers must disclose specific information so consumers can make informed decisions before they buy. Sellers must also provide a copy of the contract, which contains the required information, within 15 days after the consumer enters into the contract; and allow consumers to cancel the contract in certain circumstances – for example, if a seller fails to disclose the required information or deliver the goods or services on time.

Consumers who use a credit card for purchases can obtain refunds from the credit card company if the Internet seller refuses or ignores the consumer's cancellation. For more information or a copy of the tipsheet *Shopping on the Internet*,contact Alberta Government Services' Consumer Information Centre.

Natural Gas Direct Marketers

Most Albertans now have a choice of buying natural gas from a natural gas marketer or their current utility company. This option is not available if you buy your natural gas from a rural gas cooperative.

Natural gas marketers are not associated with your local utility company or the provincial government. Any rebates or special offers made to encourage you to sign a contract are not part of any government or local utility program.

If you sign an agreement with a natural gas marketer for gas supply for your home, you have a 10-day cooling-off period, during which time you can cancel the contract with no cost or penalty. For more information or to obtain the tipsheet *Marketing of Natural Gas:What Consumers Should Know*, contact Alberta Government Services' Consumer Information Centre.

Negative Option Sales

Companies cannot ask you to pay for unordered goods or services. Some businesses use negative option as a sales tool. They send the product, and unless you tell them you don't want it, you have to pay for it. This is now against the law in Alberta unless you tell the company in writing that you agree to pay for the product or service. For more information, call Alberta Government Services' Consumer Information Centre.

Time-share

If you buy a time-share, you have the right to cancel the contract either under the *Fair Trading Act* (7 days) or the *Real Estate Act* (30 days). The cancellation period depends on the type of time-share you buy. For more information or to get a copy of the tipsheet *Buying Time Shares*, contact Alberta Government Services' Consumer Information Centre.

Travel Clubs

Travel clubs, which can cost thousands of dollars to join, advertise that members obtain deals on the future purchase of transportation, accommodation or other services related to travel.

By law, consumers have a 10-day cooling-off period, during which they can cancel contracts without giving a reason. Consumers also have the right to cancel the contract if a business closes its doors or substantially changes it operation.

Travel clubs must be licensed and post a security. After a contract is cancelled, consumers may make a claim against the security if money paid in advance isn't refunded.

There is a five-year limit on the length of travel club contracts and the contracts must contain specific information. Sellers must follow a code of conduct.

For information or a copy of the tipsheet *Travel Clubs*, contact Alberta Government Services' Consumer Information Centre.

Vehicle Sales and Repair Complaints

The Alberta Motor Vehicle Industry Council (AMVIC) licenses motor vehicle businesses. This includes retail new and used vehicle sales and any business involved in motor vehicle repair (including body shops, transmission, auto glass and recreational vehicles.) AMVIC also registers all sales people in the industry. The council deals with complaints and inquiries about these businesses. For more information contact:

Alberta Motor Vehicle Industry Council
(AMVIC)
303, 9945 50 Street
Edmonton, AB T6A 0L4
Phone: (780) 466-1140
Toll-free: 1-877-979-8100
Fax: (780) 462-0633
E-mail: info@amvic.org
Website: **www.amvic.org**

Recreation and Leisure

Active Living

Age is no barrier. Active living helps older citizens lead healthier, more independent and satisfying lives. Some of the most popular activities include walking, picnicking, fishing, swimming, bird watching, gardening, golfing and cycling. Including physical activity in your daily life according to your own personal preference and circumstances can make a big difference to your health and well-being.

For more information on recreation in Alberta you can write or call:

Alberta Community Development
Sport and Recreation Branch
Room 905, Standard Life Centre
10405 Jasper Avenue
Edmonton, AB T5J 4R7
Phone: (780) 427-6549
Website: **www.cd.gov.ab.ca/asrpwf**

Local Recreation Information

For information about sport programs and activities in your area, contact the local recreation department listed in your telephone directory.

Recreational activities may be offered at your local seniors organization. The *Directory of Seniors' Organizations in Alberta* published by Alberta Seniors has a list of the activities at each organization. To request a copy call 1-800-642-3853 (in Edmonton at 427-7876) or view the directory online at **www.seniors.gov.ab.ca**.

Alberta Seniors Games

The Alberta Seniors Games are a recreational event for Albertans over the age of 55. Held every two years, the Alberta Seniors Games combine fun and competition, challenge for mind and muscle and a true building of community.

Participants take part in playoffs in eight zones across the province in order to quality for the Games. They complete for gold, silver and bronze medals in approximately 20 activities over a four-day period. The Games are complemented with an Opening and Closing Ceremonies as well as an extensive cultural program. The Alberta Seniors Games also act as a qualifier for the Canada Senior Games.

The next Alberta Seniors Games will be held in August 2005 in the City of Wetaskiwin. For information contact:

Alberta Senior Citizens Sport and Recreation Association
Phone: (403) 297-2730.
Fax: (403) 297-6669
Website: **www3.telus.net/ascsra**

Alberta Senior Citizens Sport and Recreation Association (ASCSRA)

This association promotes, develops and organizes 'grassroots' activities leading to the Alberta Seniors Games, zone activities in off-Games years, and to the Canada Senior Games. Seniors Games give every individual aged 55+ the opportunity for enrichment, fulfillment and improved quality of life and health through a broad variety of recreation, sport and organized games activities.

The annual membership fee is $15. The benefits for members are a quarterly newsletter and reduced rates on home and auto insurance. For information, contact:

Alberta Senior Citizens Sport and Recreation Association
101, 525 – 11 Avenue SW
Calgary, AB T2R 0C9
Phone: (403) 297-2703
Fax: (403) 297-6669
E-mail: ascsra@telus.net
Website: **www3.telus.net/ascsra**

Fishing Licences

Fishing licences are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

NOTE: This policy does not apply to fishing in national parks in Alberta.

For more information please contact Alberta Environment Fish and Wildlife's General Information Line at (780) 427-7581. In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Historic Sites and Cultural Facilities

You are invited to enjoy Alberta's Historic Sites and Cultural Facilities. An admission discount is provided to all seniors visiting Alberta's heritage facilities.

For more information regarding specific hours of operation and discounts provided, please contact the site you wish to visit listed on page 67.* You can also visit the website at **www.realalberta.com**.

You can call toll-free through the Service Alberta Call Centre by dialing 310-0000 and following the instructions.

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*Not all facilities are open year-round

Brooks Aqueduct
Brooks .....(403) 362-4451

Father Lacombe Chapel
St. Albert .....(780) 459-7663

Frank Slide Interpretive Centre
Hwy 3, Municipality of Crowsnest Pass
.....(403) 562-7388

Fort George and Buckingham House
13 km southeast of Elk Point
.....(780) 724-2611

Head-Smashed-In Buffalo Jump
18 km north and west of Fort Macleod
.....(403) 553-2731

Historic Dunvegan
26 km south of Fairview.....(780) 835-7150

Leitch Collieries
Hwy 3, Municipality of Crowsnest Pass
.....(403) 562-7388

Oil Sands Discovery Centre
Fort McMurray .....(780) 743-7167

Provincial Museum of Alberta
Edmonton.....(780) 453-9100

Remington Carriage Museum
Cardston .....(403) 653-5139

Reynolds-Alberta Museum
Wetaskiwin .....(780) 361-1351

Royal Tyrrell Museum
Drumheller.....(403) 823-7707

Rutherford House
Edmonton.....(780) 427-3995

Stephansson House
30 minutes southwest of Red Deer
.....(403) 728-3929

Turner Valley Gas Plant
Turner Valley .....(403) 933-7738

Tyrrell Field Station
50 km northeast of Brooks....(403) 378-4342

Ukrainian Cultural Heritage Village
25 miles east of Edmonton on Hwy 16
.....(780) 662-3640

Victoria Settlement
off Hwy 855, near Smoky Lake
.....(780) 656-2333

Provincial Parks

Alberta Parks and Protected Areas preserves Alberta's natural environment and provides perfect settings for nature-based outdoor recreation. There are 68 provincial parks and more than 200 provincial recreation areas in Alberta, many of which provide overnight camping facilities that range from highly developed sites equipped with power hook-ups and showers to rustic sites that provide only basic amenities such as pump water and toilet facilties.

At all group campgrounds in provincial parks and recreation areas, seniors groups receive discounts of 50 percent (excluding firewood). The group camping fee discount is available Monday to Thursday, excluding statutory holidays. As well, at some provincial parks and recreation areas, overnight camping fee discounts are provided to individual Albertans who are 65 years of age or older.

For additional information or to request the *Alberta Parks and Protected Areas* map and facility guide, contact the Parks and Protected Areas Division of Alberta Community Development at:

Parks and Protected Areas
2 Floor, Oxbridge Place
9820 106 Street
Edmonton, AB T5K 2J6
Phone: (780) 427-3582
Toll-free: 1-866-427-3582
Fax: (780) 427-5980
Website: **www.cd.gov.ab.ca/parks**

Seniors' View of the Alberta Legislature

Keep active and have fun through educational programs and guided tours of the Alberta Legislature. The Seniors' View offers groups of seniors the opportunity to attend Question Period in the Legislative Assembly, participate in mock legislature debates, and tour the Legislature Building. You create a schedule of activities and set a pace that works for you. For more information contact:

Seniors' View
Visitor Services, Pedway Mall
10820 98 Avenue
Edmonton, AB T5K 2N6
Telephone: (780) 427-7362
Fax: (780) 427-0980
Website: **www.assembly.ab.ca/visitor/SeniorsProgram/seniorsviewbro.pdf**

Transportation

Bus Passes

In some areas, people who are 65 years of age and over can obtain a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact:

Calgary
Calgary Transit Customer Service Centre
224 7 Avenue SW (walk in)
Calgary, AB T2P 0W6
Phone: (403) 262-1000
Website: **www.calgarytransit.com**

Edmonton
Edmonton Transit System
99 Street and 102A Avenue NW
LRT Churchill Station (Underground Station)
Edmonton, AB T5J 0G4
Phone: (780) 496-1665

Lethbridge
619 4 Avenue N
Lethbridge, AB T1H 0K4
Phone: (403) 320-3885
Website: **www.city.lethbridge.ab.ca**

Red Deer
City Hall
Community Services
4 Floor, 4914 48 Avenue
Red Deer, AB T4N 3T4
Phone: (403) 342-8225

Handicapped Parking Placard

Persons who cannot walk 50 meters can request a handicapped placard or a disabled licence plate. This service is provided through a Registry Agent. Those who wish to apply will need a completed placard application form and two pieces of identification. The placard application can be obtained from either an attending physician or a Registry Agent (check your Yellow Pages under *License & Registry Services*.) For more information, contact Alberta Government Services' Consumer Information Centre at 1-877-427-4088.

Special Transportation Help

If you cannot use the regular public transportation system because you are elderly or handicapped, help may be available in the municipality in which you live.

Edmonton Transit provides travel training free of charge to seniors and others with mobility challenges through its Mobility Choices Travel Training Program. For information and to book presentations, call 496-3000 in Edmonton.

For more information about special transportation, contact your local information centre (see page 29) or the Family and Community Support Services office listed in your telephone directory.

Information for Senior Drivers

Alberta Transportation

The website *Traffic Safety in Alberta* provides information about aging drivers and tips on safe driving. The website can be found at:

www.saferoads.com/drivers/drivers/aging.html

Transportation items of interest to seniors and persons with disabilities can be found at **www.trans.gov.ab.ca** and then clicking on the international mobility symbol for barrier-free transportation. Paper copies of information identified on Alberta Transportation's website are available by contacting:

Alberta Transportation
Transportation Policy and Planning Division
3rd Floor, 4999 98 Avenue
Edmonton, AB T6B 2X3
Phone: (780) 427-7944

In all other areas of the province, call the Service Alberta Call Centre at 310-0000 to be connected toll-free.

Canada Safety Council

The Canada Safety Council has information that helps senior drivers recognize age-related changes that may affect their driving. It also provides safety tips for older drivers. For more information, contact them at:

Canada Safety Council
1020 Thomas Spratt Place
Ottawa, ON K1G 5L5
Website: **www.safety-council.org/info/seniors/driving.htm**

Websites of Interest for Seniors

Alberta Government

Service Alberta
www.servicealberta.ca

Government of Alberta
www.gov.ab.ca

Ministry of Seniors
www.seniors.gov.ab.ca

Ministry of Health and Wellness
www.health.gov.ab.ca

Government of Canada

Government of Canada
www.canada.gc.ca/main_e.html

Canada Benefits
www.canadabenefits.ca

Seniors Canada On-Line
www.seniors.gc.ca/index.jsp

Veterans Affairs Canada
www.vac-acc.gc.ca

Canada Revenue Agency
www.cra.gc.ca

Housing

Alberta Seniors - Ministry of Seniors with Responsibility for Housing
www.seniors.gov.ab.ca/housing

Alberta Senior Citizens' Housing Association
www.ascha.com

Canada Mortgage and Housing Corporation
www.cmhc-schl.gc.ca

Learning

ElderWeb
www.elderweb.com

Senior Net
www.seniornet.org/php

Minerva Seniors Studies Institute (Continuing Education)
www.minerva.macewan.ca/

Older Persons' Guide To the Internet – follow links to Guides to the Internet
www.connect.gc.ca

Recreation, Active Living and Travel

Alberta Health and Wellness - Healthy U
www.healthyalberta.com

Alberta Centre for Active Living
www.centre4activeliving.ca

Alberta Senior Citizens Sport and Recreation Association
www3.telus.net/ascsra

Canada's Physical Activity Guide to Healthy Active Living for Older Adults
www.hc-sc.gc.ca/hppb/paguide/older/index.html

Canadian Health Network for Seniors
www.canadian-health-network.ca/1seniors.html

Elderhostel
www.elderhostel.org/welcome/home.asp

Seniors Canada Online - follow links to Travel & Leisure
www.seniors.gc.ca

Travel at Home and Abroad
www.passages.gc.ca

Other Useful Information

Alberta Government Services
www.gov.ab.ca/gs

Alberta Justice – Crime Prevention Tips for Seniors
www.solgen.gov.ab.ca/tips/seniors.aspx

Better Business Bureau
www.bbb.org

Heads Up Fraud Prevention
www.heads-up.ca

PhoneBusters – Stop Phone Fraud
www.phonebusters.com

Canada Safety Council
www.safety-council.org/info/seniors/seniors.htm

Oak Net - offers information on different types of abuse and legal protections for older adults
www.oak-net.org

Publications of Interest

The following publications are all available on the Alberta Seniors website at **www.seniors.gov.ab.ca** under "Information Services."

Directory of Seniors' Organizations in Alberta

Saying Farewell: A helpful guide with information and forms to assist you through the death and dying process

Seniors Fraud Awareness "If In Doubt, Check It Out"

Seniors Programs and Services Information Guide

Quick Reference List

Alberta Aids to Daily Living
.....(780) 427-0731

Alberta Alcohol and Drug Abuse Commission

AADAC Help Line (24 hrs)
.....1-866-332-2322

Renfrew Recovery Centre
Calgary .. ..(403) 297-3337

AADAC Recovery Centre
Edmonton .....(780) 427-4291

Northern Addictions Centre Detoxification Program - Grande Prairie.....(780) 538-6350

Alberta Association of Optometrists

Edmonton.....(780) 451-6824

Toll-free 1-800-272-8843

Alberta Blue Cross™

Calgary .....(403) 234-9666

Edmonton.....(780) 498-8000

Fort McMurray .....(780) 790-3390

Grande Prairie .....(780) 532-3505

Lethbridge .....(403) 328-1785

Medicine Hat.....(403) 529-5553

Red Deer.....(403) 343-7009

Toll-free 1-800-661-6995

Alberta Community Development

Sport and Recreation Branch
.....(780) 427-6549

Alberta Council on Aging

Edmonton.....(780) 423-7781

Toll-free 1-888-423-9666

Alberta Dental Association

Edmonton .....(780) 432-1012

Toll-free 1-800-843-3848

Alberta Funeral Service Association

Calgary .....(403) 274-1922

Toll-free 1-800-803-8809

Alberta Funeral Services Regulatory Board.....1-800-563-4652

Alberta Government Services, Consumer Information Centre

Edmonton.....(780) 427-4088

Toll-free 1-877-427-4088

Alberta Health and Wellness
.....(780) 427-1432

Alberta Health Facilities Review Committee.....(780) 427-4924

Alberta Human Rights and Citizenship Commission

Northern Regional Office.....(780) 427-7661

Southern Regional Office .....(403) 297-6571

Deaf or hard of hearing with TTY
Edmonton.....(780) 427-1597

Deaf or hard of hearing with TTY
Calgary .....(403) 297-5639

Deaf or hard of hearing toll-free within
Alberta 1-800-232-7215

Alberta Mental Health Help Line
.....1-877-303-2642

Alberta Monitoring for Health Program

Edmonton.....(780) 423-2634

Toll-free 1-800-267-7532

Alberta Motor Vehicle Industry Council

Edmonton.....(780) 466-1140

Toll-free 1-877-979-8100

Alberta Opticians Association

Edmonton.....(780) 429-2694

Toll-free 1-800-263-6026

Alberta Registries (Vital Statistics)
....(780) 427-7013

Alberta Senior Citizens Sport and Recreation Association
..... (403) 297-2703

Alberta Seniors/Alberta Seniors Benefit

Edmonton.....(780) 427-7876

Toll-free 1-800-642-3853

Alberta Seniors Games.....(403) 297-2730

Allowance/Allowance for the Survivor

English.....1-800-277-9914

French 1-800-277-9915

TTY Only.....1-800-255-4786

Assured Income for the Severely Handicapped (AISH)

Toll Free.....1-866-644-5135

Edmonton.....(780) 644-5135

Bus Passes

Calgary .....(403) 262-1000

Edmonton.....(780) 496-1665

Lethbridge .....(403) 320-3885

Red Deer.....(403) 342-8225

Calgary Family Services .....(403) 269-9888

Calgary Seniors' Resource Society
.....(403) 266-6200

Camrose and District Senior Centre
.....(780) 672-7022

Canada Revenue Agency

Toll-free 1-800-959-8281

TTY Only.....1-800-665-0354

Canada Pension Plan (CPP)

English.....1-800-277-9914

French.....1-800-277-9915

TTY Only.....1-800-255-4786

Canadian National Institute for the Blind (CNIB)

Calgary.....(403) 266-8831

Toll-free.....1-800-376-2642

TTY Only.....(403) 264-0105

Edmonton.....(780) 488-4871

Toll-free.....1-800-365-2642

TTY Only.....(780) 482-2791

Grande Prairie.....(780) 539-4719

Lethbridge.....(403) 327-1044

Medicine Hat.....(403) 527-2211

Red Deer.....(403) 346-0037

Community Volunteer Income Tax Program

Calgary.....(403) 691-6996

Edmonton.....(780) 495-4770

Toll-free.....1-800-959-8281

Credit Counselling Services of Alberta

Calgary.....(403) 265-2201

Edmonton.....(780) 423-5265

Outside of these areas.....1-888-294-0076

Day Support Programs and Day Hospitals
(see Regional Health Authority Services)

Denturist Society of Alberta

Edmonton.....(780) 429-2330

Toll-free.....1-800-260-2742

Elder Abuse

Calgary Kerby Centre.....(403) 705-3250

Edmonton Seniors Abuse Help Line
.....(780) 454-8888

Edmonton Elder Abuse Intervention Team
.....(780) 477-2929

Emergency Repair Program (ERP)

Calgary.....(403) 515-3000

Edmonton.....(780) 423-8700

Toll free.....1-877-499-7245

Family and Community Support Services

For information contact the Family and Community Support Services office listed in local telephone directories

Fort McMurray: Salvation Army Seniors
.....(780) 743-4135

Geriatric Assessment and Rehabilitation Programs

Calgary.....(403) 943-3453

Edmonton.....(780) 474-8800

Lethbridge.....(403) 382-6610

Two Hills.....(780) 657-3344

GST Credit

Calgary .....(403) 233-5130

Edmonton.....(780) 495-3500

Toll-free 1-800-959-1953

Grande Prairie and Area Council On Aging

Seniors Outreach. .....(780) 539-6255

Guaranteed Income Supplement (GIS)

English.....1-800-277-9914

French 1-800-277-9915

TTY Only.....1-800-255-4786

Handicapped Parking Placard

.....1-877-427-4088

Health Care Insurance Premiums

.....(780) 427-1432

Health Link Alberta.....1-866-408-5465

Home Adaptation Program

.....(780) 427-5760

Home Adaptation for Seniors Independence (HASI)

Calgary .....(403) 515-3015

Edmonton.....(780) 423-8700

Toll free 1-877-499-7245

Home Care Services see Regional Health Authority Services

Housing Registries

Calgary Kerby Centre .....(403) 705-3230

Edmonton Native Seniors' Centre .....(780) 476-6595

Edmonton Society for the Retired and Semi-Retired .....(780) 423-5510

Income Security Programs Call Centre (Social Development Canada)

English.....1-800-277-9914

French 1-800-277-9915

TTY Only.....1-800-255-4786

Income Support Program (Alberta Human Resources & Employment)

Toll Free.....1-866-644-5135

Edmonton.....(780) 644-5135

Kerby Centre, Calgary .....(403) 705-3246

Landlord and Tenant Advisory Board

Alberta Government Services 1-877-427-4088

Edmonton.....(780) 496-5959

Fort McMurray .....(780) 743-5000

Red Deer.....(403) 343-0410

Last Post Fund.....1-888-495-3766

Lawyer Referral Service

Calgary Only .....(403) 228-1722

Toll-free 1-800-661-1095

Legal Aid Society

Calgary .....(403) 297-2260

Edmonton.....(780) 427-7575

Fort McMurray .....(780) 743-7356

Grande Prairie .....(780) 538-5470

Lethbridge .....(403) 381-5194

Medicine Hat.....(403) 529-3553

Peace River .....(780) 624-6250

Red Deer.....(403) 340-5119

St. Paul .....(780) 645-6205

Wetaskiwin .....(780) 361-1331

Whitecourt .....(780) 778-7178

Lethbridge Senior Citizens Organization
.....(403) 320-2222

Life and Health Insurance

Consumer Assistance Centre for the Canadian Life and Health Insurance Association
..... 1-800-268-8099

Long/Short Term Care see Regional Health Authority Services

Meals-on-Wheels see Regional Health Authority Services

Medicine Hat Strathcona Centre
.....(403) 529-8307

Mental Health Services see Regional Health Authority Services

Message from the Premier..(780) 427-2251

or contact Your Member of the Legislative Assembly (MLA)

Minister's Seniors Service Awards

Edmonton.....(780) 427-7876

Toll-free 1-800-642-3853

Nord-Bridge Senior Citizens Association
.....(403) 329-3222

Office for Disability Issues

Edmonton.....(780) 422-1095

Toll-free 1-800-272-8841

Office of the Ombudsman

Calgary .....(403) 297-6185

Edmonton.....(780) 427-2756

Office of the Public Guardian

Calgary .....(403) 297-3364

Edmonton.....(780) 427-0017

Grande Prairie .....(780) 833-4319

Lac La Biche .....(780) 623-5323

Lethbridge .....(403) 381-5648

Medicine Hat.....(403) 528-5245

Red Deer.....(403) 340-5165

St. Paul .....(780) 645-6434

Vegreville .....(780) 632-5447

Office of the Public Trustee

Calgary .....(403) 297-6541

Edmonton.....(780) 427-2744

Old Age Security Pension (OAS)

English.....1-800-277-9914

French 1-800-277-9915

TTY Only.....1-800-255-4786

PhoneBusters

(Toll-free).....1-888-495-8501

Protection for Persons in Care Act

.....1-888-357-9339

Provincial Parks

Edmonton.....(780) 427-3582

Toll-Free 1-866-427-3582

Public Health Services see Regional Health Authority Services

Red Deer Golden Circle Senior Resource Centre.....(403) 343-6074

Regional Health Authority Services

Chinook Regional Health Authority

Lethbridge .....(403) 382-6009

Palliser Health Region

Medicine Hat.....(403) 529-8042

Calgary Health Region

Calgary .....(403) 943-1110

David Thompson Regional Health Authority

Red Deer.....(403) 341-8622

East Central Health

Camrose.....(780) 608-8800

Capital Health

Edmonton.....(780) 407-1000

Aspen Regional Health Authority

Westlock .....(780) 349-8705

Peace Country Health

Grande Prairie .....(780) 538-5387

Northern Lights Health Region

Fort McMurray .....(780) 791-6024

Residential and Rehabilitation Assistance Program (RRAP)

Calgary .....(403) 515-3000

Edmonton.....(780) 423-8700

Toll free 1-877-499-7245

Seniors Abuse Help Line ....(780) 454-8888

Seniors Advisory Council for Alberta

.....(780) 422-2321

Service Alberta Call Centre 310-0000

Seniors Lodge Program

.....(780) 427-7876

Toll-free 1-800-642-3853

Seniors Self-Contained Housing Program
.....(780) 427-7876

Toll-free 1-800-642-3853

Society for the Retired and Semi-Retired

Edmonton.....(780) 423-5510

Special Needs Assistance for Seniors

Edmonton.....(780) 427-7876

Toll-free 1-800-642-3853

St. Albert Senior Citizens' Club
.....(780) 459-0433

Strathcona Seniors Referral and Information Line.....(780) 464-4265

Support Network

Seniors Abuse Help Line .....(780) 454-8888

Distress Line .....(780) 482-4357

Supports for Independence (see Income Support Program)

Veiner Centre

Medicine Hat.....(403) 529-8383

Veterans Affairs Canada

Toll-free 1-866-522-2122

Victorian Order of Nurses

Calgary .....(403) 640-4765

Toll free 1-888-499-6999

Edmonton.....(780) 466-0293

Grande Prairie .....(780) 402-2508

Medicine Hat.....(403) 529-8025

Wainwright & District Support Services
.....(780) 842-2777

Alberta

You Can Help!

We'd like your opinion about this publication. Please take a few minutes to fill out this questionnaire and mail it to the following address or fax it to (780) 422-8762.
You can also complete the survey online at:

www.seniors.gov.ab.ca/services_resources/programs_services

Alberta Seniors
Client and Information Services
PO Box 3100, Edmonton, AB T5J 4W3

1. Overall, how would you rate your satisfaction with this guide as an information source for seniors?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Slightly Dissatisfied ☐ Slightly Satisfied ☐ Satisfied ☐ Very Satisfied

2. How would you rate your satisfaction with how the guide is organized?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Slightly Dissatisfied ☐ Slightly Satisfied ☐ Satisfied ☐ Very Satisfied

3. Where would you like to see more detailed information in this booklet?

- ☐ General Information
- ☐ Income Support Programs
- ☐ Housing
- ☐ Information and Referral
- ☐ Health Services
- ☐ Helping Agencies
- ☐ Protecting You and Your Information
- ☐ Recreation and Leisure
- ☐ Transportation
- ☐ Websites of Interest for Seniors
- ☐ Other (please specify) _____

4. Do you have any suggestions for how this guide may be improved?

_____

_____

5. Are you (please check only one of the following):

☐ 49 and Younger ☐ 50 - 64 ☐ 65+ ☐ Family Member ☐ Government / Agency ☐ Organization / Service

Thank You

Your responses will help to ensure the Seniors Programs and *Services Information Guide* continues to meet your needs.

2004/05